

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



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4700

ARIZONA CORPORATION COMMISSION

April 9, 2009

To: Docket Control **ORIGINAL**

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

Please docket the attached 5 customer comments OPPOSING 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
APR - 9 2009

DOCKETED BY	
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AZ CORP COMMISSION
DOCKET CONTROL

2009 APR - 9 1 P 4: 35

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Yours Truly

Robert Welch

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/30/09 Emailed the following letter to Mr. Welch.

Good morning Mr. Welch,

Dear Mr. Welch:

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

The next step in the hearing procedure is that, all parties to the case will file their testimony, we'll have the hearing in Tucson. The Administrative Law judge will hear the evidence and under advisement issue an written opinion and order for the Commissioners. The order will then be scheduled for Open Meeting before the Commissioners. I have attached a copy of Decision No. 69335 from the 2005 rate application. Staff appreciates your comments and the interest taken on the proposed rate increase. If you have any additional questions feel free to contact me at 800-222-7000 [REDACTED]

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 3/30/2009

Opinion No. 2009 - 77644

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

It seems that Far West has shown poor management and it is time for new management (l/e) new ownership for the Foothills Sewer System.

Yours Truly

Robert Welch

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/30/09 Emailed the following letter to Mr. Welch.

Good morning Mr. Welch,

Dear Mr. Welch:

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

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Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/1/2009

Opinion No. 2009 - 77998

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 77970

Date: 3/31/2009

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

Complaint By: First: Karen & Jim Last: Phillips

Account Name: Karen & Jim Phillips

Home: (000) 000-0000

Street: [REDACTED] e

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:

30 March, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, Arizona 85007

Dear Commission Members:

By way of introduction my name is Mrs. Jim (Karen) Phillips and I live in the Foothills of Yuma. I moved to Yuma in 1941 with my parents from Missouri. My husband, Jim, moved to the Yuma Valley with his parents in 1935 from Arkansas. We have both lived in the Yuma area all our lives and raised our children here. We sold our Yuma home of 41 years in 2002 and moved to the Foothills.

We moved out here partly because of the high water rates in Yuma and the high taxes. My husband and I retired in 1998 and we found it necessary to downsize since our income was greatly reduced.

It would be a gross understatement to say that we are outraged to think that our sewer rate may be increased 200%! Are we going to be forced to move again? If this increase is voted in we will have to seriously consider that option. A budget can only be stretched so far. We do not live high on the hog. We drive a 95 vehicle, have a dirt yard (no lawn), several citrus trees to water and a small garden in the winter. Our water usage and rate is within reason but a sewer rate of almost \$75.00 per month! RIDICULOUS!

We greatly resent these sisters trying to make us residents pay for their lawsuits coming from their negligence in killing several employees. What arrogance! They live high on the hog and want us to pay for their mistakes so they can maintain their lifestyle. THIS IS NOT RIGHT! Their mismanagement should not be put on the backs of us consumers. If they have to go bankrupt—so be it. Let a bankruptcy judge oversee their operations.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Don't most companies use part of their profits to reinvest in their company and make improvements? They don't increase prices 200% and assume the consumers will stand for it. Yet, this much faceted company (Arizona Land Sales, H & S Development, Mini Mart w/gas station & The Grocery Store w/gas station) continues to develop property & build houses.

Their houses sell in the \$200,000 & above price range. The empty lots are equally high priced. Do they want the consumer to pay for the development of these lots? It sure looks that way. And, are we expected to foot the payments for their model homes until they are sold? Sure looks that way. BALONEY! They need to be taking care of their development projects— NOT US!

We can understand a small increase in rates but 50%, 100% or 200%. No, that is not fair nor sustainable. Jim and I sure cannot afford that kind of increase and I just imagine the vast majority of residents out here cannot afford it either. What about the widows living on a meager Social Security check each month? What about the Mom & Dad who both work to make ends meet and take care of their children? What about the "snowbirds" who do not even use the sewer while they are away from the area? What about the Mexican families with one income? What about the men who trim trees and do other types of yard work for their only income to support themselves and their families? Are these people expected to come up with an extra \$50 or \$60 per month to sustain these sisters' lifestyles and mismanagement practices? This kind of increase would work a tremendous hardship on my family as well as many, many other families.

Their requested rate increase is unfair, unreasonable, unjust, very selfish, arrogant and ridiculous. We do not understand this type of greed. These sisters had very honorable parents who would be terribly ashamed of what they have done with these businesses. The Grocery Store gas station had the highest gas prices in this entire area—Yuma included! However, after many letters to the editor of the Yuma Daily Sun asking people to boycott this station the powers that be lowered the prices to where they are comparable to other stations in the Yuma area. "They" got the message!

We do not begrudge any business person a fair profit. If they didn't turn a profit they would have to close the doors. But, to gouge the consumer is unethical and un-American. We feel a 50%, 100% or 200% sewer rate increase is gouging. We respectfully ask you to decline any and all rate increased for the Far West Sewer & Water Company.

Karen & Jim Phillips
[REDACTED]

Yuma, Az. 85367
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

March 31, 2009 (sent following e-mail to consumers)

Mr. and Mrs. Jim Phillips
[REDACTED]

Yuma, AZ 85367

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

Dear Mr. & Mrs. Phillips:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 3/31/2009

Opinion No. 2009 - 77970

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 78106

Date: 4/7/2009

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By: First: Willis

Last: Lindauer

Account Name: Willis Lindauer

Home: [REDACTED]

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:

3/31/09

Willis Lindauer

[REDACTED]
Yuma, AZ 95365

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Permanent Rate Increase

Case or Utility Name: Far West Water & Sewer Co.

Docket Number: WS-03478A-08-0454

Position on Docket: Con

To raise the fees this high indicates very poor management. To Charge this fee to seniors and all citizens is outrageous.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Far West Water Company's application for a permanent rate increase in Docket No. WS-03478A-08-0454. closed

End of Comments

**Arizona Corporation Commission
Public Comment Form**

RECEIVED

APR 08 2009

Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use the Consumers Services Assistance Form for complaints, inquiries or general inquiries.

AZ CORP COMM
Director Utilities

Step 2

YOUR NAME <i>DONNA HOYT</i>	DATE <i>4/5/2009</i>
ADDRESS, CITY, STATE AND ZIP <i>13711 E 51ST ST, YUMA, AZ</i>	YOUR PHONE NUMBER <i>928-345-0108</i>
DOCKET YOU WISH TO COMMENT ON: <i>FAR WEST WATER & SEWER, INC.</i>	DOCKET NUMBER <i>WAS-034780-08 0454</i>
CASE OR UTILITY NAME <i>13711 E 51st STREET DONNA HOYT @ MSN.COM</i>	YOUR POSITION ON THE DOCKET PRO <input checked="" type="radio"/> CON <input type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS <i>YUMA, AR.</i>	

Step 3

ENTER YOUR COMMENTS HERE:

*NOT NEEDED. CAN'T AFFORD THIS KIND OF INCREASE.
WE DO NOT FEEL WE SHOULD HAVE TO
PAY FOR THE DEVELOP COR. PROBLEMS
THEY RECIEVE MORE THAN ENOUGH
MONEY TO PAY FOR THE EXISTING
SYSTEMS*

If you need additional space for your comments, please use the continuation page below.

Step 4

This form may be completed electronically, printed and mailed to:
Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;
or

You may e-mail it as an attachment to:
mailmaster@azcc.gov



Donna Hoyt
13711 E 51st St.
Yuma, AZ 85367