



ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 106162

Date: 10/12/2012

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

Arizona Corporation Commission
DOCKETED
OCT 12 2 02 2012
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CORPORATION COMMISSION
DOCKET CONTROL

First:

Last:

Complaint By: **Aubrey**

Walker

Account Name: Aubrey Walker

Home: ()

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ

Zip: 00000

is: E-Mail

Utility Company. **Far West Water & Sewer, Inc.**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Comments on Docket No. WS-03478A-12-0307

Far West Water and Sewer's request to increase wastewater service over 188%

Many of the customers using the Far West wastewater system are not full time residents. The wastewater service is a fixed rate monthly rate that is tied directly to having Far West water service. Many customers leave the area in the summer and only use minimum water for plant irrigation. During the summer months they use NO wastewater service, but are still charged a full sewer fee.

Presently the fee for water usage may be well under \$10.00 per month but customer's water and sewer bills often exceed \$50.00 even if they are absent. Far West wants to increase that by over 188% having many customers pay over \$62,00 for a service they are not using. In September 2012, the area served by far west had a large electrical outage. Far West had no back-up system in place. This resulted in many negative radio, TV and newspaper comments about Far West's lack of service commitment.

Those that attended the last local public hearing about a request for a Far West increase know the capacity of the meeting building was exceeded within minutes of the doors opening. Audio speaker systems had to be set up outside the building due to a huge meeting overflow. Every speaker opposed the rate hike. The meeting concluded before all speakers had the chance to speak. (I was one of them)

One only has to look at the past record of Far West to know this just another scam. How many time have they attempted this rate hike before?

Customers would love to be able to obtain service from anyone but Far West. Locally they are considered a joke.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in docket No. WS-03478A-12-0307. closed
End of Comments

Date Completed: 10/2/2012

Opinion No. 2012 - 106162
