

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/26/2012

Opinion No. 2012 - 107114

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 107113

Date: 11/26/2012

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

Complaint By: First: Gene & Sue Last: Baskins

Account Name: Gene & Sue Baskins

Home:

Street:

Work: (000) 000-0000

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

11-21-2012

Gene & Sue Baskins

Yuma, AZ 85367

Phone (Home):

Docket you wish to comment on: WS-03478A-12-0307

Docket Number: WS-03478A-12-0307

Position on Docket: Other

Own our lot & feel this increase is way out of line for our max usage of 3 mos. a year & paying for 12 mos of charges to our acct.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

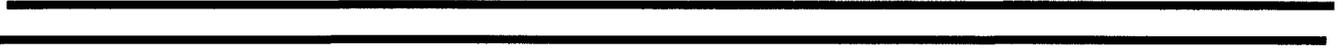
11/26/12 Opinion noted and filed in Docket WS-03478A-12-0307. closed

End of Comments

Date Completed: 11/26/2012

Opinion No. 2012 - 107113

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 107108

Date: 11/26/2012

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

First:

Last:

Complaint By: Donald

Fowser

Account Name: Donald Fowser/ Norma Ukura

Home: (000) 000-0000

Street:

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. WS-03478A-12-0307*****
OPPOSE RATE CASE

NOVEMBER 10, 2012

DONALD FOWSER/NORMA UKURA

YUMA, AZ 85307

AZ CORP COMMISSION
CONSUMER SERVICES
1200 WEST WASHINGTON
PHOENIX, AZ 85007

REF: DOCKET NO. WS-03478A-12-0307

PURSUANT TO THE REFERENCED DOCKET, WE WOULD LIKE TO REGISTER OUR OPPOSITION TO THE REQUESTED EXORBITANT INCREASE OF OUR SEWAGE RATES. FAR WEST CUSTOMERS IN THE YUMA FOOTHILLS BY MAJORITY ARE SENIORS ON FIXED INCOMES AS WELL AS PART TIME RESIDENTS. WE RESIDE HERE FIVE MONTHS OF THE YEAR AND YET ARE REQUIRED TO PAY SEWER CHARGES FOR THE ENTIRE YEAR. IF THIS INCREASE IS ALLOWED THIS WOULD AMOUNT TO PAYING IN EXCESS OF \$438 FOR SERVICES NOT UTILIZED.

IF ANY INCREASE IS ALLOWED, IT IS REQUESTED THAT FAR WEST BE REQUIRED TO SUSPEND SEWER CHARGES FOR PERIODS WHEN THE RESIDENCE IS NOT OCCUPIED. THANKS YOUR FOR YOUR CONSIDERATION

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DONALD FOWSER
NORMA UKURA
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control
End of Comments

Date Completed: 11/26/2012

Opinion No. 2012 - 107108

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 107120

Date: 11/27/2012

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

Complaint By: First: Andy Last: Bundschuh

Account Name: Andy Bundschuh

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

October 10, 2012

Andy Bundschuh

Yuma, Arizona 85367

Arizona Corporation Commission

Consumer Services Section

1200 West Washington

Phoenix, Arizona 85007

REF: Docket No. WS-03478A-12-0307

I am writing in regards to a recent request by Far West Water and Sewer for what appears to be an exorbitant increase, 172.52%, in their rates of service to those who reside in the Foothills area of Yuma.

My interest in this matter is the impact it would place on me as a permanent resident of the area and my concerns represent those of friends and neighbors that are permanent residents as well as our winter residents who own their property here and pay for these services on a year round basis.

We collectively know that the cost of doing business or providing services to a community is an ever changing prospect and understand that economic tides can provide good profit to the shareholders in good times and subject them to some losses in bad times. These are the cost and rewards of doing business.

ARIZONA CORPORATION COMMISSION
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The impact of a downturned economy is currently affecting all of us and we all must bear the burden.

It is not a prudent approach by Far West to seek such an absurd amount for their services as they are constant. More and more people are moving to this neighborhood, staying longer and retaining their water and sewer services in their absence every year.

I as most of us permanent residents in the area, feel there may be additional underlying circumstances that might have provoked this second attempt at increasing their rates by 200% or more. These are not circumstances dealt by a bad economy or debilitating storm but more lent to the mismanagement of the Schekert Foundation assets and funds as evident in the inability to put to use the properties in the Barrancas residential units, the deterioration and lack of improvements to the two golf courses, and the lack of emergency generators for the their water service. All of us have just experienced a tragic event of nature that caused a power outage for two and a half days. Far West was unable to provide water during that period and most importantly there was no water to any fire hydrants all due to the lack of an emergency backup system.

I could rant for a long time about the apparent mismanagement issue but my point has been made.

I believe that almost to a person we residents of the Foothills would be amenable to a slight increase of the rates if it were based on a routine adjustment to cost of doing business. We are not blind to the rise in cost of equipment and materials although there has been a steep decline in labor costs over the past couple of years.

Far West needs to make reasonable increases over time as to not negatively impact their own potential for growth. It would be sad to watch a neighborhood die because of the greed of a small group of ill instructed business managers.

This is not the time for a leap into the pockets of those that are paying the bills for Far West. We cannot recoup their losses for them and it would truly be detrimental to their already tarnished reputation.

Respectfully,

Andy Bundschuh
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 11/27/2012

Opinion No. 2012 - 107120
