

WS-03478A-12-0307



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone: () Fax: () 2013 JAN 11 P 12: 59

Priority: Respond Within Five Days

Opinion No. 2013 - 107761

Date: 1/10/2013

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

First:

Last:

Complaint By: **James and Patricia Sutherland**

Account Name: James and Patricia Sutherland

Home: ()

Street:

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

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

Division: Sewer

Contact Name: Roxanne Fiddes

Contact Phone: ()

Nature of Complaint:

***** WS-03478A-12-0307 *****

Customer sent the following -

Arizona Corporation Commission
Customer Service Section
1200 west Washington
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED
JAN 11 2013

DOCKETED BY

Dear Sir/Madam;

We are opposed to the outrageous proposal by Far West Water and Sewer to increase billing rates by over 180%.

We believe that if the company were properly managed it would not need such a large increase.

The sewage treatment plant still emits terrible odors at times and, during the last power outage, we lost water service because they did not have a generator back-up.

We could accept an increase up to 50% after the a/n problems are fixed.

ARIZONA CORPORATION COMMISSION
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James Sutherland
Patricia Suthertand
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 1/10/2013

Opinion No. 2013 - 107761

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 107762

Date: 1/10/2013

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

Complaint By: First: Last:
Garland Brown

Account Name: Garland Brown

Home: (

Street:

Work:

City: Yuma

CBR:

State: AZ Zip: 85365

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name: Roxanne Fiddes

Contact Phone:

Nature of Complaint:

***** WS-03478A-12-0307 *****

Customer sent the following -

January 9, 2013

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

This letter is in reference to Docket No. WS-03478A-12-0307

The rate requested by Far West Water & Sewer, Inc. is unreasonable and appears to lack good judgment. It is reasonable to understand that cost of operational maintenance can and do increase, but who would believe the amount Far West is asking for.

We are Winter visitors and stay in the Yuma area for four months and use the services of Far West for that period of time, we are required to pay for this service for all twelve months of the year. There are many others who do this same thing. To pay for something you don't use and then to be told you are going to have to pay more is upsetting. Before this recession accrued Far West was working with a development company developing residential lots. Many of these lots have never been sold. Are Far West customers being asked to pay for improvements made to these residential lots made by Far West?

A justified rate increase is the correct thing to do.

Thank You

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Garland Brown

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/10/2013

Opinion No. 2013 - 107762

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

because, since 2003, they pay for 6 months of sewer fees despite being unable to flush their toilets because they have returned to their primary residences.

E. Of the "full time" Foothills residents there is a large percentage of Retirees living on a fixed income. Many more are the working class. If the proposed increase passes it would only succeed in further devastating the local economy. There are many folks who live paycheck to paycheck as it is. A fee increase as proposed could potentially force many people to sell or foreclose. With the housing market as it is today, this will only add to the declining economy.

IN CONCLUSION:

* We don't feel that the current customers should incur the costs necessary to cover a new wastewater plant needed to serve future growth. At most this cost should be absorbed by impact fees on the new lots being developed. We believe they have not suggested this because it would reduce the parent company's building profits, in part due to the recession limiting the builder's inability to charge more than the market will bear.

* We further feel that this increase is also being requested as a direct result of negligence on the part of Far West Water & Sewer. It appears as if they're poor planning failed to prevent numerous ADEQ violations. We the customers of Far West Water and Sewer do not feel that this is a cost that should be transferred to current customers.

* We feel that Far West Water and Sewer Co., should have maintained the current facilities as repeated violations have been submitted since 1990 from ADEQ as well as the September 9, 2008, 49 page compliant in Maricopa County Superior Court in which 50 counts were filed against these companies, and again in 2010 when additional fines were filed for wastewater violations and negligence. In 2006 the plant finally came into compliance with ADEQ receiving permission to allow more hookups. Maintaining is what the company should have focused on, but instead they only increased their lagoon by 300%.

THEREFORE, we feel that this enormous increase is not justified. We the current owners feel that the extra charges requested are to aid H & S Developers and Far West Water and Sewer in paying settlements incurred due to lawsuits and penalties owed to ADEQ for lack of safety and loss of life. We also feel it is possible that Far West is trying to offset the costs incurred by H & S Development Co.'s newer developments. Their lack of sales and poor investments are not our responsibility. Far West Water and Sewer and H & S Developers for years should have been investing their revenues in maintaining the system they have in place. If that had been the case, they would not be requesting this large increase.

Other cities in Arizona* have been investigated and it has been found that they have seen rate increases of 5 - 9.5%. A small percentage is acceptable and necessary, but 188% IS NOT. We the customers cannot afford this increase. We hope you will consider our concerns and VOTE NAY on this application Thank you.

Dated this 27th day of December, 2012

*Average Sewer Rates around Arizona"

Tuscon: \$40.89/month- however if you are gone for 1 month or more only monthly service fee of \$11.86 is charged.

Phoenix: \$34.25/ month

- 1 - Siegmund and Jean Sowada
- 2 - William and Melody Loop
- 3 - David and Laura Wolf
- 4 - Roger and Sandra Erickson
- 5 - Larry and Mariel Perko

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UTILITY COMPLAINT FORM

6 - Leota Kelley
7 - Fred and Patricia Brokaw
8 - William and Ann Turner
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control
End of Comments

Date Completed: 1/10/2013

Opinion No. 2013 - 107760
