

WS-03478A-12-0307



0000141374

ORIGINAL

ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

[REDACTED]

Opinion No. 2013 - 107737

Date: 1/9/2013

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

Complaint By: First: Betty Last: Frazier

Account Name: Betty Frazier Home: (000) 000-0000

Street: [REDACTED] Work:

City: Yuma CBR:

State: AZ Zip: 85365 is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Arizona Corporation Commission  
Consumer Service Section  
1200 West Washington  
Phoenix, AZ 85007-2927  
January 1, 2013

Arizona Corporation Commission  
DOCKETED  
JAN 11 2013

DOCKETED BY [Signature]

RECEIVED  
2013 JAN 11 P 12:58  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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

Re: Rate Increase for Farwest Water and Sewer Company  
Commissioners,

This is an outrageous rate increase, 188% !!! I could see if it if they needed a 5-10% increase, but 188 %, that is ridiculous!!!

We are on Social Security with no extra income and there is NO WAY WE CAN AFFORD A RATE INCREASE ON OF THIS SIZE. There is no way that the commission should be allowing an increase like this either.

Why haven't the customers been notified by mail that this increase is being filed? We found our about it in an article in the paper.

What happened to the commission's intervention in 2009 that they were going to monitor and help improve the management of this enmity? Is management still not doing what they should to make this a viable company? We pay our sewer fee all year around even though we are only here about 5 to 6 months a year, If they want to raise the fee so high we should be able to stop our sewer fee while we are gone just like our water service fee.

The city of Yuma charges \$32.48 per month for sewer use to residents in the city, which is only approximately a 10% increase sine 2009. That seems more reasonable. How can Farwest justify \$62.65 a month from \$21.75? This is just outrageous !!!!

People who are retired and on fixed incomes and CAN NOT afford this type of an in crease. They will be shutting off their services and leaving town, who knows if they can sell their homes or not with utility rates like this. Farwest Water and Sewer Company needs to prove to the residents of the community and the commission why rates this high are needed! We need another community hearing on this matter and your commission will see what ratepayers think of this !!!!

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]  
Betty Frazier  
[REDACTED]

Yuma, AZ 85365

Cc: Farwest Water and Sewer Company  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed  
\*End of Comments\*

[REDACTED]  
Date Completed: 1/9/2013

Opinion No. 2013 - 107737

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[REDACTED]

[REDACTED]

WS. 30478A. 12. 0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2013 - 107724

Date: 1/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Darryl & Rita

DuPuis

Account Name:

Darryl & Rita DuPuis

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Yuma

CBR:

State:

AZ

Zip: 85367

is:

Utility Company.

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

1/8/13

Dear Corporation Commission:

As customer of Far West Water & Sewer, We must protest the recent request for an outrageous increase in sewer rates.

Mismanagement from the very beginning has most likely caused the company's financial woes.

Perhaps the commission should take a serious look at the owners personal holding before adding more burden on the ratepayers.

Personal greed will no doubt play a serious role in their crisis situation.

We are winter visitors who are faced with a \$200.00 + bill from Far West on our return in the fall season. We have our water SHUT OFF while we are away...that charge is just for sewer that we are NOT using! Something is wrong with that picture..

Thank you for letting us vent our thoughts. Please take a serious look at the situation and put yourselves in our position and see who looks like the guilty party.

Sincerely,

Darryl & Rita Dupuis

[REDACTED]  
Yuma, AZ 85367

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 1/8/2013

Opinion No. 2013 - 107724

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities Response: [REDACTED]

Investigator's Comments and Disposition:

Docketed  
\*End of Comments\*

Date Completed: 1/8/2013

Opinion No. 2013 - 107722

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

WS-30478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2013 - 107743

Date: 1/9/2013

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

Complaint By: First: David

Last: Cameron

Account Name:

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/8  
David Cameron  
Lois Ann Cameron  
[REDACTED]  
Yuma, AZ 85367  
[REDACTED]  
[REDACTED]

Arizona Corp. Commission  
Consumer Services Section  
1200 W Washington St.  
Phoenix, AZ 85007

Ref: Docket No. WS-30478A-12-0307

To Whom It May Concern,

My wife and I are property owners in the Foothills area serviced by Far West Water and Service Company. I am opposed to the rate increase as requested and am writing this letter to express my view, concerns, and general comments in regards to the proposed sewer rate increase by Far West Water and Service Company. When we first purchased our property the sewer rate was \$21.75 a month for the months we had the water turned on - usually five months each year (\$100.00/yr.) since we are winter visitors. Sometime around 2005 Far West changed the fee to be applicable for 12 months (\$26.61.00/yr.) regardless of usage. That was an effective rate increase of 140 percent. The rate increase was distasteful but acceptable and even understandable at that time. My "feel better" rationale was that even though we are not here Far West must maintain their facilities. However, they don't need to run at capacity which should reduce their operating expense. Consider the number of residences serviced by Far West Water and sewer who are 4 to 6 month winter visitors.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

The memory of Far West Water and Sewer's attempted 42% increase added to the 1450% increase for winter visitors is still fresh in the memory as is the "well attended" public meeting in the Foothills at that time. Now, in 2012 Far West is back with another exorbitant and outrageous rate increase request, albeit, a bit less than the 2009 request. The present request of 188 percent (240 percent for winter visitors considering the earlier 12 month billing mandate is still excessive and unconscionable.

I believe a reasonable increase is justified since the cost of doing business has increased, although modestly when compared to the request. Coupled to any increase should also be adjustments that would adjust rates to water usage which would distribute cost more equitably among the users -----or-----increase the flat rate by a "reasonable" amount and charge only for those months the water is turned on at each property. I don't believe a small reconnect fee of \$25.00 is out of line each year.

Three points I wish to highlight for consideration by the ACC are:

1. In 2009 it was apparent that H&S Development/Far West Water and Sewer was attempting to gain the blessing of the ACC to impose exorbitant fees on present customers in order to subsidize their development costs and apparent mismanagement. The 2012 request "seems like the same strategy."
2. The cost of new development should include funding for the development of adequate infrastructure. The cost should not be imposed on present customers. Those costs are, and must be the responsibility of the developers and reflected in the cost of the new development as necessary. Present customers are not partners in the development company.
3. The proposed increase if approved, will certainly make property ownership in the area services by Far West Water less than desirable and in fact, cost prohibitive for many, me included. Many "winter visitors" are on fixed incomes with budgets that would not stretch to cover an additional 188 percent increase. Intuitively, property values will decrease as desirability decreases.

Respectfully,

David and Lois Ann Cameron

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

docketed

\*End of Comments\*

Date Completed: 1/9/2013

Opinion No. 2013 - 107743

WS-03478A-12-0307

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

[REDACTED]

**Opinion No. 2013 - 107739**

**Date:** 1/9/2013

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

**First:**

**Last:**

**Complaint By:** Monte R & Lois

Matthews

**Account Name:**

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Yuma

**CBR:**

**State:** AZ Zip: 85365

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Arizona Corporation Commission  
Consumer Service Section  
1200 West Washington  
Phoenix, AZ 85007-2927  
January 1, 2013

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

Re: Rate Increase for Farwest Water and Sewer Company  
Commissioners,

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Why haven't the customers been notified by mail that this increase is being filed? We found our about it in an article in the paper.

What happened to the commission's intervention in 2009 that they were going to monitor and help improve the management of this emnity? Is management still not doing what they should to make this a viable company?

We pay our sewer fee all year around even though we are only here about 5 to 6 months a year, If they want to raise the fee so high we should be able to stop our sewer fee while we are gone just like our water service fee.

The city of Yuma charges \$32.48 per month for sewer use to residents in the city, which is only approximately a 10% increase sine 2009. That seems more reasonable. How can Farwest justify \$62.65 a month from \$21.75?

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Farwest Water and Sewer Company needs to prove to the residents of the community and the commission why rates this high are needed! We need another community hearing on this matter and your commission will see what ratepayers think of this !!!!

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]  
Monte R and Lois Matthews  
[REDACTED]

Yuma AZ 85365

Cc: Farwest Water and Sewer Company  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed  
\*End of Comments\*

[REDACTED]  
Date Completed: 1/9/2013

Opinion No. 2013 - 107739

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[REDACTED]

[REDACTED]

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2013 - 107733

Date: 1/2/2013

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

Complaint By: First: Donald & Diane Last: LaRocque

Account Name: Donald & Diane LaRocque

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Dec. 26, 2012

Arizona Corporation Commission  
Consumer services Section  
1200 West Washington  
Phoenix, Az 85007

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

With reference to the proposed rate increase, as a Tax payer, we need to understand an application for such an exorbitant percentage increase, Is there not an acceptable percentage over rime that the Commission would decree?

It has come to our attention that while the system has worked efficiently for the original households, it is being taxed beyond it capacity as each new development is added to the system. It would seem to us that the cost of expanding the system should be factored into the sale of the Lots in each new development, and the price of these Lots would indicate that it has been so.

The Foothills area is approximately 70% = seasonal residents, could anyone explain to us why meetings of this importance are scheduled for a time when the majority of the population is not in residence?

When the Foothills were developed, all costs were calculated with seasonal residency factored in. Sewer charges for this area have already gone from: for usage only-to year round charges, thereby doubling or tripling the amount of revenue for the company to operate. (E.g.: when we purchased these properties, we only paid sewer for the time we were in residence, when you turned the water off for the season -- the sewer was "turned off", then the company started to charge for the sewer 12 months of the year) Anyone can understand a reasonable increase over time. Where many Companies are tightening their belts and dropping their rates, this company does not appear to understand that the majority of their customers are struggling through a Recession and are unable to work this into their budget.

Is it fiscally responsible to continually inject more money into a Company that does not appear to be solvent? Has it been considered: that if the present owner(s) is incapable of managing the system within their means, then possibly a Government body could be instituted to manage it more efficiently and in fairness to the rate

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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payers: [REDACTED]  
Without Prejudice  
Donald & Diane LaRocque

[REDACTED]  
85367  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed [REDACTED]  
\*End of Comments\*

[REDACTED]  
Date Completed: 1/9/2013

Opinion No. 2013 - 107733

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[REDACTED]

[REDACTED]

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone [REDACTED]

Fax [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2013 - 107729

Date: 1/9/2013

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

First:

Last:

Complaint By: Terry & Kim

Nielsen

Account Name: Terry & Kim Nielsen

Home: (000) 000-0000

Street: n/a

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Dec. 26, 2012

Arizona Corporation Commission  
Consumer services Section  
1200 West Washington  
Phoenix, Az 85007

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

With reference to the proposed rate increase, as a Tax payer, we need to understand an application for such an exorbitant percentage increase, Is there not an acceptable percentage over rime that the Commission would decree?

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The Foothills area is approximately 70% = seasonal residents, could anyone explain to us why meetings of this importance are scheduled for a time when the majority of the population is not in residence?

When the Foothills were developed, all costs were calculated with seasonal residency factored in. Sewer charges for this area have already gone from: for usage only-to year round charges, thereby doubling or tripling the amount of revenue for the company to operate. (E.g.: when we purchased these properties, we only paid sewer for the time we were in residence, when you turned the water off for the season =- the sewer was "turned off", then the company started to charge for the sewer 12 months of the year) Anyone can understand a reasonable increase over time. Where many Companies are tightening their belts and dropping their rates, this company does not appear to understand that the majority of their customers are struggling through a Recession and are unable to work this into their budget.

Is it fiscally responsible to continually inject more money into a Company that does not appear to be solvent? Has it been considered: that if the present owner(s) is incapable of managing the system within their means, then possibly a Government body could be instituted to manage it more efficiently and in fairness to the rate

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED] [REDACTED]  
payers?

Without Prejudice

Terry c. & Kim B. Nielsen

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

docketed

\*End of Comments\*

**Date Completed: 1/9/2013**

**Opinion No. 2013 - 107729**

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[REDACTED]

[REDACTED]

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2012 - 107472

Date: 12/21/2012

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By:

First:

Carle & Maxine

Last:

Pitts

Account Name:

Carle & Maxine Pitts

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Yuma

CBR:

State:

AZ Zip: 85367

is:

Utility Company.

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No. WS-03478A-12-0307

The increase Far West Water and Sewer are requesting is out rages --We have a home here & here only 3 months of the year. Why can't you have the meeting in Yuma Foothills where we live & not in Phoenix.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 12/21/2012

Opinion No. 2012 - 107472