

ORIGINAL

COMMISSIONERS  
BOB STUMP - Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



ARIZONA CORPORATION COMMISSION

February 19, 2013

To: Docket Control

RE: Far West Water & Sewer, Inc. - Customer Comments  
Docket No. WS-03478A-12-0307

Please docket the attached 7 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

RECEIVED  
2013 FEB 19 P 12: 32  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
DOCKETED  
FEB 19 2013  
DOCKETED BY *TSM*

WS-0478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Scott Friedson

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108244

Date: 2/4/2013

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

Complaint By: First: Jerry & Mary Last: Alexander

Account Name: Jerry & Mary Alexander

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: (928) 342-1238

Nature of Complaint:

2/4/13

\*\*\*\*\*SEWER\*\*\*\*\*WS-03478A-12-0307\*\*\*\*\*OPPOSED\*\*\*\*\*

Arizona Corporate Commission  
Consumer Service Section  
1200 West Washington  
Phoenix, AZ 85007

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

Dear Sirs:

We are OPPOSED to the outrageous, appalling proposal by Far West & Sewer to increase our billing for service by "188.05%.

Although we are winter only residence, we continue paying for our services year round, which gives Far West the additional funds to operate while we are not benefiting from the wastewater service.

It is our understanding that the Far West owners are proposing to complete additional subdivisions. They should not be requesting us to support their future development. We feel that the Sewer and Water should be turned over to the City/County as the individuals running Far West are terrible managers.

We already are penalized and pay double the taxes because we are not full time residences, only spending approximately 6 months each year in our Yuma home. We love our life in Yuma, and are willing to add to the economy by paying for our services, taxes and improving our properties, but don't feel we should be paying for additional subdivision development.

We urge you to consider this Far West request to be an absurd request.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely,  
Jerry & Mary Alexander  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Entered for the record and filed in docket no. WS-03478A-12-0307. CLOSED.  
\*End of Comments\*

Date Completed: 2/4/2013

Opinion No. 2013 - 108244

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WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Scott Friedson

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108247

Date: 2/4/2013

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

First:

Last:

Complaint By: Albert

Safford

Account Name: Albert Safford

Home:

Street:

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

2/4/13

\*\*\*\*\*SEWER\*\*\*\*\*WS-03478A-12-0307\*\*\*\*\*OPPOSED\*\*\*\*\*

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

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

This is written comment on above docket No. WS-03478A-12-0307 concerning Far West Water & Sewer application for gross revenue increase of + or - 173.52%. Your public notice states any interested party can file written comments at any time and I do so now.

I am a subscriber and customer of Far West Water & Sewer, Inc. and have been so since my residence was constructed in 1999. My account no. is 9183281, Book 13. My total bill (copy attached) of 02/012013 due date is \$54.81total: water \$15.11, sewer \$21.75, BAS \$15.53, tax \$2.36, Env. .06. A raise in rates would be a burden on my retire budget and decrease my actual property value to a perspective buyer. It is without merit. Thank you.

Albert Safford

Attachments: Far West Water & Sewer, Inc. bill

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Entered for the record and filed in docket no. WS-03478A-12-0307. CLOSED.  
\*End of Comments\*

Date Completed: 2/4/2013

Opinion No. 2013 - 108247

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WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Scott Friedson

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108251

Date: 2/4/2013

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

First:

Last:

Complaint By: Jim & Carolyn

Edwards

Account Name: Jim & Carolyn Edwards

Home

Street:

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is: Cellular

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

2/4/13

\*\*\*\*\*SEWER\*\*\*\*\*WS-03478A-12-0307\*\*\*\*\*OPPOSED\*\*\*\*\*

This rate request is ridiculous, disgusting and absurd people like me who are here 5 months of the year and are paying for 12 months are paying \$261.00 per year for 5 months usage or \$152.25 for absolutely nothing. This utility needs to be put in receivership and an administrator appointed.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Entered for the record and filed in docket no. WS-03478A-12-0307. CLOSED.

\*End of Comments\*

Date Completed: 2/4/2013

Opinion No. 2013 - 108251

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fa

Priority: Respond Within Five Days

Opinion No. 2013 - 108137

Date: 1/29/2013

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

First:

Last:

Complaint By: Dolores

Atkins

Account Name: Dolores Atkins

Home:

Street:

Work: (000) 000-0000

City: Yuma

CBR:

State: AZ Zip: 85367

is: Cellular

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name:

Contact Phone: (9

Nature of Complaint:

OPPOSED

WS-03478A-12-0307

SEWER

This increase is far from Outrageous - We pay \$21.75 a month for 12 months a year. We use this system less than 6 months. When their father ran the Co. we only paid when we used the service. Their lack of financial intelligence should not cause us a grievance increase in our monthly cost. Not to say that this charge will make our homes near impossible to sell.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/29/13 Entered for the record and filed in docket no. WS-03478A-12-0307. CLOSED.

\*End of Comments\*

Date Completed: 1/29/2013

Opinion No. 2013 - 108137

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 108134 Date: 1/29/2013

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

Complaint By: First: Ken & Dixie Last: Garrett

Account Name: Ken & Dixie Garrett Home:

Street: Work: (000) 000-0000

City: Yuma CBR:

State: AZ Zip: 85367 is: Home

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name: Contact Phone: ( )

Nature of Complaint:  
OPPOSED WS-03478A-12-0307 SEWER

We would like to ask the Arizona Corp. Com. To Not APPROVE the application submitted by Far West Water & Sewer Co. Docket No. WS-03478A-12-0307.

We are winter residents and spend only 5 1/2 mo. Living in the Foothills and are required to pay for 12 months of service.

We feel this enormous increase is not justified.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 1/29/2013

Opinion No. 2013 - 108134

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108139

Date: 1/29/2013

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

First:

Last:

Complaint By: Franklin

Atkins

Account Name: Franklin Atkins

Home

Street:

Work: (000) 000-0000

City: Yuma

CBR

State: AZ Zip: 85367

is: Cellular

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

WS-03478A-12-0307

SEWER

Sewer rates should not be allowed to increase more than the rate of inflation.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/29/13 Entered for the record and filed in docket no. WS-03478A-12-0307. CLOSED.

\*End of Comments\*

Date Completed: 1/29/2013

Opinion No. 2013 - 108139

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108187

Date: 1/31/2013

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

Complaint By: First: Craig Last: Dulong

Account Name: Craig Dulong

Home:

Street:

Work: (000) 000-0000

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:

1/31/13 WS-03478A-12-0307

Per Mr. Craig Dulong, he OPPOSES the recent rate increase for sewer services. He feels that the rates should not go up 3x.

He also wanted to voice his opinion on the \$45.00 set up fee. This water charge is unfair and outrageous. Far West does not do anything hard or difficult to set up service.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I advised Mr. Dulong that his comments would be noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 1/31/2013

Opinion No. 2013 - 108187