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Arizona Corporation Commission
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The Arizona Corporation Commission Docket: WS-03478A-12-0307

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My wife and I remain opposed to any rate increase being currently proposed for Far West Sewer and Water, an Arizona Corporation.

A rate increase should only be granted after the following issues are resolved:

1) A full professional review of the company's expenses and income. A rate increase is only justified if nesesary to meet payroll and operating expenses. An independant review, by an entity not of Far West choosing, needs to examine all aspects of the cash flow situation, including making recomendations regarding potential savings in operating expenses.

2) Parent company must make all back property taxes current

3) Parent company must pay all creditors in full for debts accrued by all sub companys owned/operated by the Parent company.

4) Be in full compliance with all current requirements from Arizona DEQ and Federal requirements and be required to remain in compliance.

5) Provide both sufficient back-up power generation for all sewer and water equipment needs

Docket WS-03478A SIDE 2
12-03

AND PROVIDE ACCURATE NON OFFICE EMERGENCY CONTACT INFORMATION TO OTHER AGENCYS LIKELY TO NEED TO CONTACT FAR WEST IN AN EMERGENCY.

6) Update the fresh water supply system to provide constant water pressure in potable water lines thruout the system, not exceeding the recomended 45 to 60 psi or retrofit all existing customer systems with proper pressure reducing equipment. This should be a priority. At the date of this writing, March 28, 2013, our household water pressure has increased approximately 30-40%, as measured by the increased spray distance of our pop-up irrigation system. This increase has been on going for over one week and could damage household plumbing and water heater. We have tried to mitagate damage via out of pocket measures to reduce the hazzard. We know of instances, one last summer, where winter visitors leave water on for exterior water uses and return to find interior plumbing failures resulting in thousands of dollars of damage. These failures can be traced directly to over pressurazation!

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7) Completion of all recomendations of ACC staff not addressed above.

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I will attempt to briefly summerize. Other questions/comments include:

ACC DOCKET WS-03478A-12-0307 SIDE 3 VANDELAC

WE REMAIN CONFUSED OVER THE REQUEST BY FAR WEST SEWER AND WATER FOR THE ACC TO APPROVE 2.1+ MILLION DOLLARS. WHAT WAS THAT FOR?

WE, ALONG WITH HUNDREDS OF OTHER CUSTOMERS, BOTH RESIDENTIAL AND COMMERCIAL, REMAIN UNCONVINCED THAT THE MANAGEMENT OF FAR WEST, AS A STAND ALONE COMPANY, AND THE MANAGMENT OF THE UMBRELLA PARENT COMPANY, HAVE FOLLOWED SOUND BUSINESS PRACTICES AND REMAIN INCAPABLE OF OPERATING FAR WEST, A COMPANY PROVIDING PUBLIC NEEDS - POTABLE WATER + SEWER - IN A MANNER THAT WILL CONTINUE TO MEET CUSTOMER NEED.

COMPANY HISTORY HAS SHOWN A COMPLETE LACK OF CONCERN REGARDING PLACING CUSTOMER NEED AHEAD OF PERSONAL NEED. ADDITIONALLY, NO KNOWN PROOF HAS BEEN PROVIDED TO SHOW THAT NO CO-MINGLING OF FUNDS BY THE PARENT COMPANY HAS NOT OCCURED. THUS THE NEED FOR AN INDEPENDANT INCOME/EXPENSE IN DEPTH AUDIT.

FINALLY, AS THIS COMPANY PROVIDES A SERVICE WITH NO COMPETITOR OPTION FOR THE CUSTOMER, AND THE COMPANY STATEMENT, MADE REPEATEDLY, THAT THEY ARE ON BAD FINANCIAL FOOTING, PERHAPS IT IS TIME TO FIND AN ACCEPTABLE WAY TO REMOVE THIS COMPANY FROM THE PARENT AND MAKE IT A STAND ALONE PUBLIC UTILITY DISTRICT, RSID OR SIMILAR ENTITY. HAVING PERSOAL EXPERIENCE AS A MEMBER OF AN ADVISORY BOARD

Docket WS-03478A-12-0307

SIDE 4

for an RSID in another state, I remain unconvinced that current rates are not sufficient to provide enough income to operate this company, assuming all past due accounts were paid in full and all DEQ requirements have been met and paid for.

This company has spent thousands of dollars in fines and fees that would not have occured had Far West aggresively addressed requirements as they became nesessary rather than lining personal pockets at the expense of customer need.

Thank you, Ray & Colleen Vandelac
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