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FAR WEST WATER & SEWER, INC.

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April 19, 2013

Arizona Corporation Commission
Docket Control
1200 W Washington St
Phoenix, AZ 85007-2996

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

Enclosed for filing in Docket No. WS-03478A-12-0307 are 14 copies of Far West's response to ADEQ Complaint No. 9449.

Sincerely,

Sheryl Ferro
Accounting Analyst

cc:

14 copies **mailed** on April 22, 2013, to:

Arizona Corporation Commission
Docket Control
1200 West Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission
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Copy mailed on April 22, 2013, to:

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FAR WEST WATER & SEWER, INC.

April 15, 2013

Re: Complaint #9449 – Marwood Service Area

I am writing to all who issued a complaint to ADEQ regarding odors and noise emanating from the Marwood plant & golf course ponds. Many of you may already know that Marwood had a major upset early in March 2012. A white milky substance came through and killed the natural bacteria in 2 of the 4 basins severely disrupting the biological treatment process at the facility. The inability to properly treat the incoming sewage caused the odor at Marwood. The foreign substance was sent to the lab and identified as Acetone. We have traced the source of the paint and acetone to a location on Foothills Blvd. which was a new construction site. A notice of violation will be issued and the violator will be charged for the cost of the clean-up once all of the costs are determined.

More importantly, what did Far West do to solve the problem?

The death of natural bacteria at an operating plant is a serious challenge. Far West took the following action in response to the problem:

1. The plant needed to be re-seeded with live bacteria. On a daily basis, our tanker trucks transported wastewater and activated sludge containing healthy bacteria from Section 14 and the Del Oro plants to both affected basins. Finally basins 3 & 4 have nearly fully recovered and are self-supporting the bacteria needed for proper treatment of the wastewater.
2. The pond at par 3 was odorous due to the treatment plant upset. We took steps to send effluent to the large executive pond and to dilute the par 3 pond with well water. The aerators at the Par 3 and Executive ponds were boosted with new pumps.
3. The golf course sprinkler schedule was changed to:
 - Par 3: 12am – 4 am
 - Executive: 10pm to 6am
 - Las Barrancas: 9pm to 5am
4. We are closing the Marwood doors at 4pm until 4am at the shift changes to minimize noise and odors. Also, misters were installed inside to reduce odor emissions.
5. Aqua Spheres were introduced to the executive and par 3 ponds to reduce algae growth.

In addition, Far West has made improvements and is planning future upgrades at the Marwood Plant:

- A new screen was installed last fall and this summer a new splatter box will be constructed to regulate the distribution into the 4 basins better
- Aerators will be installed into the retention ponds behind the plant to reduce algae growth and aid in eliminating odors
- A new lift stations, once approved, will be constructed to divert approximately 150,000 gallons per day of sewage generated along Foothills Blvd from the Marwood plant to the Section 14 plant. Currently, the Marwood plant does not exceed capacity, but the reduction in flow will help to reduce odors, especially at peak season time.
- Each basin in the plant is cleaned and rehabbed in the summer as general maintenance.

Hopefully, as a community, you have noticed a difference in your quality of life. We are continuing to research emerging technologies to improve the performance of this treatment facility. If you are wanting to discuss this with me, or have an issue with odor or noise, please contact me on my personal cell # (858) 688-3690. I am here to help.

Sincerely,

Paula Capestro