

**ORIGINAL**

**Teresa Tenbrink**

WS-03478A-12-0307

**From:** Teresa Tenbrink on behalf of BitterSmith-Web  
**Sent:** Tuesday, June 25, 2013 11:29 AM  
**To:** 'Gail Cunningham'  
**Subject:** RE: FarWest Water Rate Increase & ACC



Dear Mrs. Cunningham,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. We understand your frustration but would like you to know that Commissioner Bitter Smith is limited due to the process of Open Meeting.

The Far West Water & Sewer rate case has been heard in a hearing. The Administrative Law Judge ("ALJ") will issue a Recommended Order and Opinion ("ROO"). After this has been issued the rate case will be set for Open meeting. Unfortunately, the Commissioners are required by law to not comment on or communicate about certain cases because of "Ex Parte" rules. Ex parte means communications about a matter, which do not include ALL the parties. Commissioner Bitter Smith and her colleagues sit as judges and must weigh all the facts of a case and are prevented from speaking to the issue before all the evidence is heard. Commissioner Bitter Smith values public input and comments concerning matters that come before the Commission for a decision. However, her final decision will not be made until the open meeting.

We encourage you to state your concerns (as you have done with this email) to the commission as a whole. You can do so by either writing an email, sending a letter or submitting a comment online. Here is the link- <http://www.azcc.gov/Divisions/Utilities/forms/PublicCommentForm1.pdf>

The email you sent has been submitted to the docket for this case and will be part of the record. This response will also be docketed. Thank you for taking the time to contact us and expressing your concerns.

Teresa Tenbrink  
Executive Aide to Commissioner Susan Bitter Smith  
Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ 85007  
(602) 542-3625

Arizona Corporation Commission  
**DOCKETED**  
JUN 26 2013

DOCKETED BY [Signature]

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
JUN 26 P 2:20

**From:** Gail Cunningham [Redacted]  
**Sent:** Monday, June 24, 2013 1:48 PM  
**To:** [Redacted]  
**Cc:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** FarWest Water Rate Increase & ACC

It is unconscionable to increase the sewer rates 260%.  
What is the rationale from the STAFF at Arizona Corporation Commission.  
If this company is in financial straits who caused it  
Why should the public pay for any company's mismanagement

I am a rate payer in zip code area 85367.  
I am also a "snowbird" who leaves the Foothills for six months each year.  
Even though I terminate my water service when I leave I still have to pay the current \$21.75 per month for sewer service. Does the ACC consider this?  
How this can be legal let alone fair is beyond me

**But when there is a monopoly there is no choice.**

**Annual minimum sewer portion of the total invoice from Farwest is  $21.75 \times 12 = 261.00$**

**Perhaps a fairer way to incorporate an increase is to base the sewer portion on the water consumption**

**That is the reason for requiring the infrastructure**

**No water – no sewer use – no billing**

**In a recovering real estate market for the ACC to allow double the cost is not smart thinking**

**What about the several requests for an audit of Farwest.**

Gail Cunningham

Email: [REDACTED]