

WS-03478A-12-0307



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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116053

Date: 5/2/2014

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

ORIGINAL

Complaint By: **First:** La Dell **Last:** Hollenbeck

Account Name: La Dell Hollenbeck **Home:** (

Street: **Work:**

City: Yuma **CBR:**

State: AZ **Zip:** 85367 **is:** E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

*****DOCKED NO. WS-03478A-12-0307*****
OPPOSE

La Dell Hollenbeck

Yuma Arizona 85367

April 28, 2014

AZCC
Director Steve Olea
1200 W Washington Street
Phoenix Arizona 85007

RE: Far West Water & Sewer

Arizona Corporation Commission

DOCKETED

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AZ CORP COMM
DOCKET COMM

Most people in the Foothills area are aware of the seemingly, non ending, battle with Far West Water and Sewer and their ridiculous increase in our rates. A notice was recently sent out explaining what our bills will increase to.

It leads us to believe that the first and second halves of the increase would be approximately \$17.87 total. They list the rate from phase I rates at \$39.05 and either they are billing us incorrectly or I have a refund coming because my bill before either rate increase was approximately \$42.00 a month and now it is approximately \$62.00 a month with the first phase of the increase. That would make my bill approximately \$82.00 after the second half increase.

There are several Service Charges as they put it, that are listed as, Per Commission Rules and a rule number is listed However I believe as a paying customer we should know what those rules are and receive a copy.

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I would like to know how the AZCC in good conscience, okay an increase of that size. He/She obviously has a much better income than most of the retired neighborhood I live in. Maybe we should send the increase to him/her to pay.

There doesn't seem to be anyone policing Far West on the way they operate their businesses. Now I wonder who polices the AZCC.

I will be sending a copy of this letter to our governor and the AZCC to find out how this can happen.

In the meantime we residents of the Foothills community continue to be gouged by Far West only because the owners cannot manage their money or businesses.

Sincerely

LaDell Hollenbeck

CC: Governor Janice K. Brewer

CC: Far West Water & Sewer

Enclosure: Tate Chart

ATTACHMENT: NOTICE OF CHANGE IN RATES AND CHARGES

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 5/2/2014

Opinion No. 2014 - 116053
