

WS-02987A-08-0180



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ORIGINAL

ARIZONA CORPORATION COMMISS...
UTILITY COMPLAINT FORM

27
CO

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73823

Date: 12/10/2008

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

Complaint By: First: Carter Last: Hix

Account Name: Carter Hix

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Queen Creek

CBR:

State: AZ Zip: 85240

is:

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Sewer

Contact Name: Brian Tompsett

Contact Phone: [REDACTED]

Nature of Complaint:

***** WS-02987A-08-0180 *****

Customer sent the following e-mail -

I am reading a notice from Johnson Utilities about water usage decrease in prices and wastewater increase in prices and would like to know when or if Johnson Utilities will be required to charge waste customers that have H2O water (or another water company) a charge that is equal to the amount of water and wastewater they actually use versus a fixed charge? It is unfair that I use less water than many others and am charged a fixed fee for sewerage. It would make sense to be charged for the actual waste I make, based on the amount of water used. Or, a fair and reasonable connection or service charge plus a water usage sewerage charge would be understandable. In this day and age Johnson Utilities must be able to get the usage figures from other water companies and work in co-ordination to charge a fair fee.

Thank You Carter Hix [REDACTED] Queen Creek AZ 85240

[REDACTED]

note- I have sent an email to Johnson Utilities asking the same.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Carter -

Arizona Corporation Commission

DOCKETED

DEC 10 2008

DOCKETED BY [Signature]

RECEIVED
DEC 10 A 11:55
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL CENTER

Your comments regarding the Johnson Utilities rate case will be placed on file with the Docket Control Center of

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist Commission staff in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/10/2008

Opinion No. 2008 - 73823

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73774

Date: 12/9/2008

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

Complaint By: First: Last:
Taryn O'Donnal

Account Name: Taryn O'Donnal

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Mesa

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

12/3/2008

Taryn O'Donnal
[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Increase in wastewater rates
Case or Utility Name: Johnson Utilities
Docket Number: WS-0987A-08-0180
Position on Docket: Con

I am absolutely OPPOSED to an increase in Johnson Utilities wastewater rates! I am already paying Johnson Utilities its minimum fee of \$41.08 a month just for wastewater. I previously lived in Mesa, Arizona and paid at maximum of \$50.00 a month for BOTH water and wastewater service (not to mention that I believe the quality of Mesa's operation is better).

I live near the Johnson Utilities plant that is located off of Gantzel Road and I am appalled that they would even try to increase their rates before they would fix the foul smell that always protrudes from their plant. Our neighborhood has put up with the smell since it was built five years ago and during that time the backyards of one street was under inches and inches of sewage that had resulted at the hands of Johnson Utilities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
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December 9, 2008 (sent following via e-mail to consumer)

Taryn O'Donnal

Queen Creek, AZ

RE: JOHNSON UTILITIES COMPANY
DOCKET NO. W-02987A-08-0180

Dear Ms. O'Donnal,

Your opinion regarding the Johnson Utilities Company ("Johnson Utilities") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Johnson Utilities application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02987A-08-0180
End of Comments

Date Completed: 12/9/2008

Opinion No. 2008 - 73774