

WS-02987A-08-0180



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ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73996

Date: 12/16/2008

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

Complaint By: First: Irving Last: Malcom

Account Name: Irving Malcom

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: n/a

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: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. WS-02987A-08-0180

From: I.Malcolm [mailto:[REDACTED]]
Sent: Friday, December 12, 2008 5:41 AM
To: Utilities Div - Mailbox
Subject: Comment form for Commission on Johnson Utilities Hearing

Hello, here is my public form on Johnson Utilities hearing Docker No. WS-02987A-08-0180. Please give to Commission Board. Thank you!

Irving Malcolm
[REDACTED]

ATTACHED:

12/11/2008

Irving Malcolm
33859 N. Slate Creek Dr
[REDACTED]

RE: Johnson Utilities, LLC

Arizona Corporation Commission

DOCKETED

DEC 22 2008

DOCKETED BY [Signature]

RECEIVED
2008 DEC 22 A 9:12
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Johnson Utilities Rate Change - Docket No. WS-02987A-08-0180

Commission Board, please look at this increase closely. Homeowners, out here, are already paying a large amount of money for water services with Johnson Utilities already. A increase will be a hardship on families that are already having a hard time paying bills now. The way it is set up now, even if you are not at home using no water for that month, I still have to pay over \$80 a month for service. Prices are already high out here for families. Commission, please turn this down! Think about the people out here who are already paying a lot of money already. I work away from home a lot and I still have to pay over \$85 for water services when I use 1 gallon or 1000 gallons. Please, NO INCREASES! Families are already paying a great amount and times are not good for another price increase. I know they are increasing in one area and decreasing in another, but the whole thing will increase prices for families out here. Thank you very much!

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

RE: Johnson Utilities L.L.C.
Docket No. WS-02987A-08-0180

Dear Irving Malcolm,

Your email sent to Arizona Corporation Commission ("Commission") in regard to the application filed by Johnson Utilities L.L.C. ("Johnson Utilities") requesting approval of an increase in rates has been received.

An opinion, on your behalf has been placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Johnson Utilities rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/16/2008

Opinion No. 2008 - 73996
