

WS-02987A-08-0180



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ORIGINAL

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84535

Date: 1/28/2010

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

Arizona Corporation Commission

DOCKETED

FEB - 2 2010

Complaint By: Stephen

Last: Wickline

Account Name: Stephen Wickline

Home:

Street:

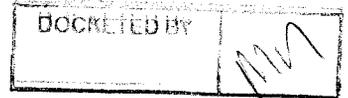
Work:

City: Queen Creek

CBR:

State: AZ Zip: 85242

is:



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

Division: Sewer

Contact Name:

Contact Phone: ( )

Nature of Complaint:

\*\*\*\*\*DOCKET NUMBER WS-02987A-08-0180\*\*\*\*\*

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

From: Stephen Wickline [mailto:c...]  
Sent: Thursday, January 28, 2010 3:38 PM  
To: Utilities Div - Mailbox  
Subject: Terrible Service, Overcharging of Johnson Utilities in Queen Creek, Az

RECEIVED  
2010 FEB - 2 1 A 9:48  
AZ CORP COMMISSION  
DOCKET CONTROL

I am in my 50's and I have lived in Oregon, Washington, Nevada, and California as well as here in Arizona. I have NEVER paid as much as I do here in Arizona to Johnson Utilities which is 2 to 3 times higher than any state in which I have resided in the past. What is the reason this Utilities with the WORST SERVICE I have ever experienced in my life allowed to charge double or triple the price of any other utility in other states!!!

Johnson Utilities also has the WORST SERVICE that I have ever received from a Utility company in my entire life, or from any other business.

- 1) When you try to call and find out why your bill has increased by 50% you can NEVER get through, the phone is ALWAYS busy.
- 2) One time I did get through and I sat on hold for over 40 minutes and the call was never picked up and I had to go back to work.
- 3) I left a message for a so-called manager and a week later I still did not have any call back from their office. I got a call back when I sent them a copy of my complaint to the Arizona Attorney General's office!!!
- 4) I have spoken with other customers in this area and they laugh and say they can also never get through, they have to take time off work to go to the office and then you stand in line for over 30 minutes to 1 hour to get waited on!!
- 5) I have complained to an employee and a manager about this situation and they laughed and said they know, everyone complains about not being able to get through on the phones, but they say there is nothing they can do

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about it!! And they shrug it off!!

6) The manager that I spoke with said she has to get complaints and present them to Mr. Johnson to get additional help to alleviate the problem, but nothing gets done!!

7) So, it is clear that Mr. Johnson, having a MONOPOLY, which is illegal in the USA, does not care about customer service and probably cannot spell the words!! He is in it to collect his money, give the lousiest service possible that will slide by, and wait until he can request his next rate increase to fund the WORST SERVICE IN THE USA.

8) Someone needs either let some competition in the market, or get this clown to start offering service like a normal business!!

This is disgusting, and if a rate increase goes through I am going to the Governor, Congressmen, all the TV stations, if this monopolistic incompetence is allowed to continue!!!

Let's get with the program, this is not a dictatorship for Mr. Johnson!!!

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

Noted and filed in Docket Number by Trish Meeter

File Closed

\*End of Comments\*

**Date Completed: 1/29/2010**

**Opinion No. 2010 - 84535**

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