

WS-02987A-08-0180

ORIGINAL



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OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMISSION  
RECEIVED  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

2011 AUG -9 P 2:07  
Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97643

Date: 8/8/2011

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

Complaint By: First: Carole Last: O' Lexey

Account Name: Carole O' Lexey Home: (000) 000-0000

Street: Work:

City: San Tan CBR:

State: AZ Zip: 85143 is:

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

Division: Sewer

Contact Name: Contact Phone:

Nature of Complaint:

Docket No. WS-02987A-08-0180

To the Commission -

Having just received to notice from J.U. - even tho they've had this info for 4 mos - I'm dashing off this letter with my input. I've been a customer (hostage) of J.U. for 3 yrs. - single, 75, 1400 sq ft. house, small front & back yard on sprinkler system. I monitor my usage very carefully, do 1 load of wash a wk. - hand wash my dishes - take baths in 4-5 ins of water (literally) no pool or hot tub. My lowest bill has been \$37.05 (in 12/10.) They average out around \$80.00 a mo. He cites an "average cust" usage of 6,931 gal/mo - ?? I average 12000.

I also wonder why the sewer charges are so high \_ 32.79 a month from ea. of his hostages?

Please, do not grant his request to raise our rates again. He can't make ends meet? Boo-hoo - I've never seen George standing next to me in a free food - box church giveaway line (and I stand in a lot of them>)

Help us!  
Thank you  
Carole O' Lexey

San Tan Valley  
Az 85143  
(Copper Basin)

p.s.: does this seem "odd" to you? The duplication of fees to the penny-?  
Is he picking numbers at random or am I a genius at using the exact amt's ??  
Would you check this out? --FISHY--

Arizona Corporation Commission  
DOCKETED

AUG 9 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sept 08 - 86.74  
April 09 - 86.74  
May 10 - 86.74

Nov 08 - 97.43  
May 09 - 97.43  
Sept 09 - 97.43

Jan 09 - 94.76  
Nov 09 - 94.76

Mar 09 - 92.09  
June 09 - 92.09  
Oct 09 - 92.09

April 09- 86.74  
May 10- 86.74

Aug 08 - 41.08  
Aug 09 - 41.08

Mar 10 - 72.30  
April 10 - 72.30

Sept 08 - 86.74  
April 09 - 86.74  
May 10 - 86.74

May 11- 66.74  
June 11- 66.74

(\*\*\*\*\*See Complaint #97650 as this was submitted by ACC staff to Johnson Utilities for a response to customer concerns noted just above\*\*\*\*\*)

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/8/11  
Emailed to Phoenix for docketing.  
FILE CLOSED.  
\*End of Comments\*

**Date Completed: 8/8/2011**

**Opinion No. 2011 - 97643**

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