

WS-02987A-08-0180

OPEN MEETING AGENDA ITEM



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: 2011 AUG 15 P 4: 15

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2011 97839

Date: 8/15/2011

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

Complaint By: First: Marcia Last: Makarenko

Account Name: Marcia Makarenko Home:

Street: Work:

City: Florence CBR:

State: AZ Zip: 85132 is:

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

Division: Water

Contact Name: Daniel Hodges

Contact Phone:

Nature of Complaint:

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

Received the following -

August 5, 2011

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ. 85007

Arizona Corporation Commission

DOCKETED

AUG 15 2011

DOCKETED BY [Signature]

Comment on Johnson Utilities Petition to Amend Decision No. 71854
Docket Number WS-02987A-08-0 180

To Whom It May Concern;

Not only should Johnson Utilities not be allowed to raise their rates, they should be investigated for price gouging, and unfair business tactics.

There are 2 adults in my household - we are both over 50 years old. We have no kids, no grandkids, no backyard landscaping, and no lawn. My bill from 6/17/11 to 7/18/11 from Johnson Utilities was \$78.97. They claimed I used 9,000 gallons of water. The previous month's bill was \$82.02. Prior to the rate reduction, my water bill was between \$80 and \$90 per month. We have friends and neighbors who are snowbirds, who only have a drip system going for the summer, and they are still getting bills in the \$70 - \$80 range, and they are not even here.

I have lived in another area of Queen Creek, that was serviced by H2O water company, and my water bill was around \$20 per month.

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Johnson Utilities does not physically read the meters. I'm not sure how they arrive at their usage figures with a drive-by radar-type gun, but they are way out of line with other water providers.

I am strongly opposed to any rate increase, and would encourage an investigation of their billing practices.

Thank you,

Marcia Makarenko

Florence, AZ. 85132

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/15/2011

Opinion No. 2011 - 97839

WS-02987A-08-0180

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97838

Date: 8/15/2011

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

Complaint By: First: **Charlene** Last: **Avila**

Account Name: Charlene Avila

Home:

Street:

Work:

City: San Tan Heights

CBR:

State: AZ Zip: 00000

is:

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

Division: Water

Contact Name: Daniel Hodges

Contact Phone:

Nature of Complaint:

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

Received the following -

Arizona Corporation Commission
Docket No. WS-02987A-08-0 180
Consumer Services Section
1200 West Washington
Phoenix, Arizona 85007

To Whom It May Concern:

I have received the notice regarding Johnson Utilities and the fact they are trying again to raise our rates. I have lived in Arizona almost all my life. I lived in Gilbert before moving to San Tan Heights.

I can't tell you how applaud I am that Johnson Utilities is trying to raise our rates, again. Especially since the quality of water is poor at best. You can tell me all day that the water is safe to drink, seeing believing. Our water is very cloudy and our water pressure is poor.

If Johnson Utilities is having issues with operating at the rates that we are paying now then there is something significantly wrong with their accounting and costs. And putting that burden on the backs of their customers is a travesty. The way their billing is set-up now is incredibly hard to read and I am sure it is done on purpose.

When I lived in Gilbert, I owned a home that was 1200 square feet and my bill was right around \$30.00 a month. Living in San Tan Heights my water bill is sitting right around \$130.00 a month. My square footage is 2400 and I do not have a pool. Johnson Utilities needs a significant reality check.

I have had water brought in to compensate on the quality. When Arrowhead water comes to drop off water, he

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literally parks on one side of the road and delivers to us and all my neighbors around us. That should tell Johnson Utilities how satisfied their customers are.

I often tell people who are considering buying or renting out here how much my water bill is. That usually detours them from considering our area.

I am sorry they have filed this petition and wasted your valuable time.

Charlene Avila
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 8/15/2011

Opinion No. 2011 - 97838
