

ORIGINAL

**OPEN MEETING AGENDA ITEM
ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORMED**



0000145302

Investigator: Carmen Madrid

Phone: 2013 JUN -4 A 9 52 Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 110923

Arizona Corporation Commission
Date: 6/8/2013
DOCKETED

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

JUN 04 2013

Complaint By: First: Carol A.

Last: Thomas

DOCKETED BY *TM*

Account Name:

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Queen Creek

CBR: / /

State: AZ Zip: 85140

is: E-Mail

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

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****

June 1, 2013

To: Arizona Corporate Commission
Consumer Services Section-Public Comment
1200 W Washington St
Phoenix AZ 85007

RE: Docket # WS-02987 A-08-0180 Johnson Utilities' Petition to Amend Decision No 71854

I have a problem with Johnson Ranch Utilities being able to raise rates at the drop of a hat. There has not been sufficient proof to confirm the necessity of the increase - there was already a recent increase to them at a time when the economy was really bad - the majority of the homeowners are living with frozen pay or loss of jobs due to the economy and yet this utility can just petition to get increases. The service they provide me is small - they even refused to reimburse the \$800 in expense I incurred to find out that our wastewater pipe was physically disconnected at the street. The issue was actually on the part of the utility company - they are supposed to maintain the pipes - they do very little except mail a bill each month. There is no meter to show the amount of water leaving my home to properly charge me for the amount of water that goes into their system - I am billed on the size of the pipe??? If we have 2 in my household and the neighbor has 10 in their household - who do you think is sending more down the pipe?

Also I don't appreciate that they are able to enclose political newsletters promoting their own personal agendas in my monthly bill- they need to find another way to try and reach out to people. How much of the operating cost they claim to be trying to recover is involved in producing and mailing documents telling me how to vote along with my bill. I strongly suggest a more detailed and thorough evaluation of their rate request to see if their personally-motivated, extraneous costs are warranted to be covered by the rate payers.

I don't think it is my or any other homeowner's responsibility to pay their income taxes. I wonder if you would

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entertain my submission to you to have my neighbors pay my taxes - it is outrageous. Please reconsider - it is not like they are a new start-up company to the area - they are a profit making company and are seeking to get a larger profit. They have had issues with the disposal and control of the waste water and if anything, should be investigated and fined for taking our monthly bill money and not maintaining, treating, or properly disposing of the water. The bad part is that I am not sure how many utility customers will stand up for themselves and take the time to attend a meeting or write in - it is especially inconvenient to hold such meetings during the work day when we cannot miss work - it gives the advantage to the utility company as they can attend as part of their work day and on the clock. I urge you to NOT approve this petition at this time and to give the utility customers time to have a recovery of the economy and their lives before imposing an increase and make it for a warranted reason. Thank you for your time to read my letter and taking it into consideration.

Carol A Thomas

San Tan Valley, AZ 85140

End of Complaint

Utilities' Response:

End of Response

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-02987A-08-0180

End of Comments

Date Completed: 6/3/2013

Opinion No. 2013 - 110923

WS-02987A-08-0180

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110932

Date: 6/3/2013

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

Complaint By: First: John Last: Ohlund

Account Name: Home

Street: Work: (000) 000-0000

City: San Tan CBR:

State: AZ Zip: 85143 is:

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

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****

I am against the petition to increase rates to customers of Johnson Utilities. As one myself, I feel my utility bill has already succumb to price gouging. In a 1776 sq ft residence, my family pays a minimum of \$80/month for basic water usage and disposal. This does not include trash pick-up, however, which is a separate monthly expense in my area. Johnson Utilities has time and again displayed unprofessional business practices and has not adhered to public health regulations through non-reporting of E-Coli break outs, to faulty equipment allowing the back-flow of fecal matter into lakes that feed the San Tan Heights community. Whenever I as a customer of this company has inquired about the problems this company has had, I am greeted with a generic response and told that anything I have read or heard is false. What choice do we as residents have in picking our utility company? Not only am I against this petition to raise the rates for Johnson Utilities, I also have grave concerns over this companies practices and hope that one day we can have a choice in the company who provides services here in San Tan Valley.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinin noted and filed in Docket No. WS-02987A-08-0180. closed
End of Comments

Date Completed: 6/3/2013

Opinion No. 2013 - 110932

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM
