

WS-02987A-08-0180

OPEN MEETING AGENDA ITEM

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



0000145460

Investigator:

Phone:

2013 JUN 11 A 8:51

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL

Opinion No. 2013 - 110822

Date: 5/28/2013

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

First:

Last:

Complaint By: Cari

Knapp

Account Name: Cari Knapp

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:

Contact Phone:

Nature of Complaint:

I am NOT in favor of this... the current amount that we have to pay is \$39.35 and not it will go up to \$42.00 this is charged to us even if we DO NOT USE the water also they charge a water Minimum charge \$11.00 please add this up \$50.35 base amount (RIGHT NOW)then it will be \$53.27. I am being charged almost 100 dollars and I only use about \$50 dollars of it. I lived in Chandler and had a pool and only paid \$65 dollars a month (with a pool) I cant believe what this company is getting away with this. They are GREEDY and do not care about the poor consumer (they offer no discount plan for those in need). Leading to paying more in HOA to water the Green areas and the gulf course Mr. Johnson Himself owns. They will not help in times of need and always charged a great amount to have the water turned on. They found Sal manila in the water and did not alert the public right away.. They now want to charge more for there tainted water. I ask that you do not grant this it is bad enough that we have no other choice than Johnson Utilities but to be charged more is unconstitutional.

Thank You For you Time,

Cari Knapp
End of Complaint

Arizona Corporation Commission

DOCKETED

JUN 11 2013

Utilities' Response:

DOCKETED BY

Investigator's Comments and Disposition:

WS-02987 A-08-0180 docketed
End of Comments

Date Completed: 5/28/2013

Opinion No. 2013 - 110822

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____

Phone: (6) _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2013 - 110821

Date: 5/28/2013

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

Complaint By: **First:** Sharon **Last:** Johnson

Account Name: Sharon Johnson

Home: (000) 000-0000

Street: _____

Work: _____

City: San Tan

CBR: s _____

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:

33% of my water bill are for charges other than my actual water usage. Now we are adding their income tax to these charges? Weather or not this is fair to Johnson Utilities is arguable. (see Rucco's comments) It definately is NOT fair to the rate payer and I believe it is your job to watch out for the rate payer.

Arizona Corporation Commission
Public Comment Form
1200 W Washington St - Pbx, AZ 85007
(602) 542-4251

YOUR NAME DATE

Sharon Johnson 5/09/13

ADDRESS PHONE (HOME)

3 _____

CITY, STATE, ZIP CELL PHONE

San Tan Valley Az 85143

DOCKET YOU WISH TO COMMENT ON: DOCKET NUMBER

WS-02987 A-08-0180 W8-02987 A-08-0180

CASE OR UTILITY NAME YOUR POSITION ON THE DOCKET

Johnson Utilities PROn CON/7I OTHERn

E-MAIL ADDRESS

Step 3

ENTER YOUR COMMENTS HERE:

Step 4

This form

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed in WS-02987 A-08-0180

End of Comments

Date Completed: 5/28/2013

Opinion No. 2013 - 110821

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone: (6)

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111080

Date: 6/10/2013

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

Complaint By: **First:** Pam **Last:** Cole

Account Name: Pam Cole

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ **Zip:** n/a

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:

From: Pam Cole [mailto:
Sent: Wednesday, June 05, 2013 2:47 PM
To: Utilities Div - Mailbox
Subject: Public Comment Form - Docket #WS-02987A-08-0180

To: Steven M. Olea and the elected officials on the Arizona Corporation Commission, Utilities Division

Re: Johnson Utilities proposed rate increase - Docket #WS-02987A-08-0180

I have attached the Public Comment Form with my comments regarding Johnson Utilities' proposed rate increase. Please note that all of my comments are not visible on the form, so I've also copied them below in this email.

I have also attached a photo to this email. The reason it is included is in my comments.

Thank you.

Pam Cole

My Comments from Public Comment Form:

Johnson Utilities does not deserve to be able to raise their water rates! In fact, they should be LOWERING them! Here's why:

1. Johnson Utilities' (referred to as JU henceforth) water tested positive for e-coli in August of 2012. No one was notified of this until a week later and even then, we, as their customers, were not directly notified even then. JU then tried to say the water was never contaminated and that the lab they sent the test samples to contaminated

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

them. The ADEQ did not agree with them, and cited JU and levied fines against them regarding this incident, yet JU still will not admit they had positive samples that were making people sick! In fact, I have a daughter, who ever since this occurred, was not feeling well. When she started having pain in her lower back we had her tested and found out that she has copious amounts of e-coli bacteria in her urinary tract. My daughter is 21 years old, so this is not due to poor hygiene. The only way she could have gotten this bacteria was from our water. She is still under treatment as we are finding it nearly impossible to get this e-coli bacteria out of her body! I have copies of her lab reports that I am willing to share with you, if so desired.

2. JU has had many mishaps with sewage treatment and raw sewage spilling out into public areas, the most recent one just a couple of weeks ago. This puts us all at risk once again because sewage treatment failure. And JU is also denying any wrong in this latest incident, as well, implying that the raw sewage seen floating in a decorative pond in front a community of houses was not what we all KNEW it was! These types of incidents happen FAR too frequently, and JU needs to fix this to prevent these sewage spills from happening and endangering their customer's health!

3. Most of us living here in the San Tan Valley are afraid to not only drink JU water, but also even do simple things like rinse our tooth brushes in it, wash produce, etc. Case in point... another of my daughters recently took part in a science experiment involving JU water. The person in charge of this experiment swabbed my daughter's unwashed hand, then put that swab in a petri dish. Then another swab was taken on the same hand after it was rinsed in JU tap water and then air-dried. This swab was put in a 2nd petri dish. If there is a way I can send you this picture, I really want you to see it. The petri dish from the unwashed hand had a small amount of bacterial growth in it. The petri dish from the hand rinsed in JU tap water, was FULL of bacterial! It was at this point that we stopped rinsing our tooth brushes and washing produce in JU tap water. We had already stopped drinking the water after the e-coli incident.

4. I have proof that JU is not reading our water meter but rather they are estimating our monthly water usage. My husband and I figured this out last year when one month we received a water bill from JU that was 5 times the amount of what our normal usage was. When we called JU regarding this, when we finally got through to them (more on that in my next paragraph) they were very unhelpful and suggested we had a leaky toilet or something, which we knew we did NOT. I became suspicious and started keeping track of our water usage a few months later by documenting the meter reading with photos. I now know for certain that our meter is not being read regularly, because the numbers not only do not match each month from what I have documented and what's on our water statement, but they are also UNDER-estimating our water usage. So someday when they decide to come out and read our meter again, we will be hit with another HUGE bill! Not only does this wreck havoc with our very tight budget, but JU has a tiered rating system when it comes to paying for their water. The 1st 5000 gallons is the lowest rate, then 5000 to 10,000 gallons is a higher rate, and over 10,000 gallons is an even higher rate. The last time we got a huge bill from JU, they said our usage for the month was over 19,000 gallons! Because of their under-estimating we ended up paying much higher rates for water that we had definitely NOT used in just one month's time! Their website states that they read our meters each month, but this is a lie, as again, I have proof that they do not! I am willing to share copies of my statements along with each month's photo documenting the actual meter reading if you would like to see these. Just let me know how to get them to you.

5. JU's customer service is about the worst I've ever encountered. I actually had an employee yell at me and threaten to call the police when I was in their office because they seemed to think I was somehow threatening them. I wasn't, and there were other people in the office that concurred that this employee was WAY out of hand. I was finally able to talk to a supervisor who was better, not great, but better and got my problem handled. However, this is not an isolated incident. People are afraid to go to JU's office because of the attitude of the employees. If we try to call JU, their phone line is always busy. If we email them, they MIGHT get back to us, but most of the time don't. If we have issues with our bill, we are just pretty much "screwed" to try and get it fixed. Yet they want to raise our water rates.

The bottom line is, we are basically being held captive by company who has the monopoly on our water here, a company who could care less about the quality of the water who doesn't read our meters, who doesn't report possible health threats, and who lies and steals from us, their customers. JU already charges some of, if not

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

THE highest water rate here in the valley. That's bad enough. We live in a country where we should be able to get clean water, not to mention decent customer service. So it is DEPLORABLE to me that they want to charge us even more! PLEASE do not approve this rate hike!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed in WS-02987A-08-0180

End of Comments

Date Completed: 6/10/2013

Opinion No. 2013 - 111080
