

WS-02987A-08-0180

OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FOR



0000145737

Investigator: Tom Davis

Phone:

2013 JUN 12 P 12:31

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION

Opinion No. 2013 - 111116

DOCKET CONTROL

Date: 6/12/2013

Arizona Corporation Commission

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

DOCKETED

JUN 12 2013

Complaint By: Roger Kerr

DOCKETED BY [Signature]

Account Name: Roger Kerr

Home:

Street:

Work: (000) 000-0000

City: Queen Creek

CBR:

State: AZ Zip: 85142

is: Cellular

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

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

OPPOSED

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WATER/SEWER

We have lived here in San Tan Valley less than 1-1/2 years and Johnson Utilities has had at least three major problems with the water; E. coli, nitrites and now fecal matter in lakes; plus yellow water and low flow currently. The water also smells bad. We have never been notified of any of these from Johnson Utilities, but have had to hear it on the news or from friends and neighbors.

They should not pass on their price increases to customers, especially income tax increases. Many people we have met do not even drink the water because they are afraid of it. When seen on the news on TV, the general consensus is "We have called to speak to representatives at Johnson Utilities about this but they have not returned our calls" or "We went to speak to them and they were closing up the office and going home."

It is not right for a company that is not doing things as it should to ask for a price increase from its customers.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Entered for the record and docketed  
\*End of Comments\*

Date Completed: 6/12/2013

Opinion No. 2013 - 111116

0910-30-AR 8250-2W

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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