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June 21, 2013

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AZ CORP COMMISSION  
DOCKET CONTROL

2013 JUN 21 PM 4 25

Jeffrey W. Crockett  
Attorney at Law  
602.382.4062 tel  
480.428.6076 fax  
jcrockett@bhfs.com

**HAND-DELIVERED**

Steve Olea, Director  
Utilities Division  
ARIZONA CORPORATION COMMISSION  
1200 West Washington Street  
Phoenix, Arizona 85007

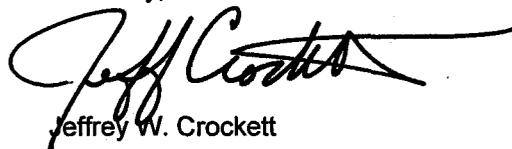
**Re: Johnson Utilities, L.L.C.: Compliance with Decision 65840  
Notice of Violation from ADEQ dated June 17, 2013  
ADEQ Case ID: 141428 (Johnson Ranch DWTP, Place ID 9127)  
(Consolidated Docket Nos. WS-02987A-99-0583; WS-02987A-00-0618; W-02234A-00-0371; W-02859A-00-0774; and W-01395A-00-0784)**

Dear Mr. Olea:

On June 17, 2013, Johnson Utilities, L.L.C., ("Johnson Utilities" or the "Company") received a letter from the Arizona Department of Environmental Quality ("ADEQ") dated June 17, 2013, transmitting a Notice of Violation ("NOV") for the Johnson Ranch potable water system identified as Case ID #141428. In accordance with the requirements of Decision 65840, enclosed is a copy of ADEQ's June 17, 2013, transmittal letter and NOV 141428. Johnson Utilities will timely respond to all response deadlines contained in the documenting compliance section of the NOV and will provide such responses to you in accordance with Decision 65840.

Should you have any questions regarding the events referenced in the NOV, or if you would like any additional information prior to receiving the Company's responses to the NOV, please do not hesitate to contact the Company or me.

Sincerely,



Jeffrey W. Crockett

JWC:jp  
Enclosure  
cc w/enclosure: Docket Control (14 copies)  
Brian Bozzo, Compliance Manager  
Greg Brown  
Daniel Hodges

Arizona Corporation Commission  
**DOCKETED**

JUN 21 2013

DOCKETED BY 

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One East Washington Street, Suite 2400  
Phoenix, AZ 85004  
main 602.382.4040



Janice K. Brewer  
Governor

# ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY

1110 West Washington Street • Phoenix, Arizona 85007  
(602) 771-2300 • www.azdeq.gov



Henry R. Darwin  
Director

**CERTIFIED MAIL**

Return Receipt Requested  
June 17, 2013

7012 1010 0001 8068 5040  
Case ID: 141428

Johnson Utilities, LLC  
Attention: Greg Brown  
5230 E. Shea Blvd  
Scottsdale, AZ 85254-5750

**Re: Notice of Violation issued to Johnson Ranch DWTP**

Dear Mr. Brown:

This letter constitutes the monthly update on the status of Arizona Department of Environmental Quality ("ADEQ") action resulting from ADEQ's inspection of the above-referenced site on June 12, 2013, as required by A.R.S. § 41-1009(I).

The attached Notice of Violation ("NOV") is an informal compliance assurance tool used by ADEQ to put a responsible party (such as a facility owner or operator) on notice that the Department believes a violation of an environmental requirement has occurred. It describes the facts known to ADEQ at the time of issuance and cites the requirement that ADEQ believes the party has violated.

Although ADEQ has the authority to issue appealable administrative orders compelling compliance, an NOV has no such force or effect. Rather, an NOV provides the responsible party an opportunity to do any of the following before ADEQ takes formal enforcement action: (1) meet with ADEQ and discuss the facts surrounding the violation, (2) demonstrate to ADEQ that no violation has occurred, or (3) document that the violation has been corrected.

ADEQ reserves the right to take a formal enforcement action, such as issuing an administrative order or filing a civil lawsuit, regardless of whether the Department has issued an NOV. Neither ADEQ's issuance of an NOV nor its failure to do so precludes the Department from pursuing these remedies. However, the timeliness of a complete response to this notice will be considered by ADEQ in determining if and how to pursue such remedies.

Sincerely,

Daniel Czecholinski, Manager  
Water Quality Utility Field Service Unit

Enclosures: Inspection report with attachments

Southern Regional Office  
400 West Congress Street • Suite 433 • Tucson, AZ 85701  
(520) 628-6733

Printed on recycled paper



Janice K. Brewer  
Governor

# ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY

1110 West Washington Street Phoenix, Arizona 85007  
(602) 771-2300 www.azdeq.gov



Henry R. Darwin  
Director

CERTIFIED MAIL  
Return Receipt Requested

Case ID #: 141428

June 17, 2013

Johnson Utilities, LLC  
Attention: Brian Tompsett  
5230 E Shea Blvd  
Scottsdale, AZ 85254-5750

Subject: Johnson Ranch - DWTP, Place ID 9127  
LAT: 33d, 9', 15.5579" N LNG: 111d, 33', 22.0902" W

## NOTICE OF VIOLATION

The Arizona Department of Environmental Quality (ADEQ) has reason to believe that Johnson Utilities, LLC as the owner/operator of Johnson Ranch - DWTP has violated a requirement of the Arizona Revised Statutes (A.R.S.), a rule within the Arizona Administrative Code (A.A.C.), or an applicable permit/license, administrative order or civil judgment. ADEQ discovered the violations alleged below during an inspection completed on June 12, 2013.

### I. LEGAL AUTHORITY and NATURE OF ALLEGED VIOLATION(S)

#### 1. A.A.C. R18-5-502(B)

**Failure to maintain a pressure of at least 20 pounds per square inch at ground level at all points in the potable water distribution system under all conditions of flow.**

The Arizona Department of Environmental Quality (ADEQ) received multiple complaints (complaint ID #s: 9853, 9859, 9860, 9870, 9875, 9880 ) from residents within the distribution system of the Johnson Ranch Drinking Water Plant, Public Water System number 11-128. The complainants alleged low water pressure.

On June 7, 2013 at 9:30 am ADEQ staff installed a Dickson Data Logger (PR 300-05333196) to the hose bib, off of the main supply line into the home of one of the complainants and as near the water meter (distribution system) as practical.

Water pressure data was collected from June 7, 2013 to June 12, 2012. The Dickson Data Logger was set to capture water pressure readings at two minute intervals. After five days of data collection the results are as follows:

The average value recorded was 18.2 psi for Data Logger (PR300-05333196). The highest pressure value was 36.2 psi, recorded on June 10, 2013. The lowest pressure value was 7.1 psi, recorded on June 11, 2013.

The pressure fell below 20 psi on the following dates.

- June 7, 2013, the pressure fell below 20 psi 128 times. The lowest pressure reading recorded was 15.1psi.
- June 8, 2013, the pressure fell below 20 psi 134 times. The lowest pressure reading

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400 West Congress Street Suite 433 Tucson, AZ 85701  
(520) 628-6733

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recorded was 12.8 psi.

- June 9, 2013, the pressure fell below 20 psi 254 times. The lowest pressure reading recorded was 12.6 psi.
- June 10, 2013, the pressure fell below 20 psi 302 times. The lowest pressure reading recorded was 10.1 psi.
- June 11, 2013, the pressure fell below 20 psi 268 times. The lowest pressure reading recorded was 7.1 psi.
- June 12, 2013, the pressure fell below 20 psi 268 times. The lowest pressure reading recorded was 12.1 psi.

Also on June 7, 2013, ADEQ staff installed a second Dickson Data Logger (PR 300-05069131) at one of the complainant's home. The Dickson Data Logger was installed on a hose bib which stems from the water softener supply line. The water softener was located in the complainant's garage.

Water pressure data was collected from June 7, 2013 to June 12, 2013. The Dickson Data Logger was set to record water pressure readings at two minute intervals. After five days of data collection the results are as follows:

The highest pressure value was 36.2 psi, recorded on June 10, 2013. The lowest pressure value was 7.1 psi, recorded on June 11, 2013.

The pressure fell below 20 psi on the following dates.

- June 7, 2013, the pressure fell below 20 psi 136 times. The lowest pressure reading recorded was 15.4 psi.
- June 8, 2013, the pressure fell below 20 psi 165 times. The lowest pressure reading recorded was 12.8 psi.
- June 9, 2013, the pressure fell below 20 psi 296 times. The lowest pressure reading recorded was 12.6 psi.
- June 10, 2013, the pressure fell below 20 psi 300 times. The lowest pressure reading recorded was 10.1 psi.
- June 11, 2013, the pressure fell below 20 psi 282 times. The lowest pressure reading recorded was 7.1 psi.
- June 12, 2013, the pressure fell below 20 psi 276 times. The lowest pressure reading recorded was 12.1 psi.

## II. DOCUMENTING COMPLIANCE

1. Within 30 calendar days of receipt of this Notice, please submit documentation that the violation(s) never occurred, or documentation that demonstrates that water pressure within

the Johnson Ranch distribution system is at least 20 pounds per square inch (psi) at all times.

2. Within 10 calendar days of receipt of this Notice, please submit documentation that the violation(s) never occurred, or describe the measures that have been or will be taken to resolve water line pressure. The distribution system shall be designed to maintain and shall maintain a pressure of at least 20 psi at ground level at all points in the distribution system under all conditions of flow.

### III. SUBMITTING COMPLIANCE DOCUMENTATION

Please send all compliance documentation and any other written correspondence regarding this Notice to ADEQ at the following address:

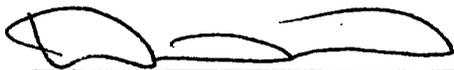
Arizona Department of Environmental Quality, Attention: Joseph P. Reyes, Water Quality Utility Field Service Unit, 1110 W Washington St, Phoenix, AZ 85007 MC: 5415B-1

### IV. STATEMENT OF CONSEQUENCES

1. The time frames within this Notice for achieving and documenting compliance are firm limits. Failure to achieve or document compliance within the time frames established in this Notice will result in an administrative compliance order or civil action requiring compliance within a reasonable time frame, substantial civil penalties, and/or the suspension or revocation of an applicable permit/license. ADEQ will agree to extend the time frames only in a compliance schedule negotiated in the context of an administrative consent order or civil consent judgment.
2. Achieving compliance does not preclude ADEQ from seeking civil penalties, and/or suspending or revoking an applicable permit/license for the violation(s) alleged in this Notice as allowed by law.

### V. OFFER TO MEET

ADEQ is willing to meet regarding this Notice. To obtain additional information about this Notice or to schedule a meeting to discuss this Notice, please contact Joseph P. Reyes at (602) 771-4198.



Daniel L. Czecholinski, Manager  
Water Quality Utility Field Service Unit



Joseph P. Reyes  
Water Quality Utility Field Service Unit



Janice K. Brewer  
Governor

# ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY

1110 West Washington Street • Phoenix, Arizona 85007  
(602) 771-2300 • www.azdeq.gov



Henry R. Darwin  
Director

CERTIFIED MAIL  
Return Receipt Requested

7012 1010 0001 8068 5040

June 17, 2013

Johnson Utilities  
Attn: Greg Brown  
5230 E. Shea Blvd, STE 200  
Scottsdale, AZ 85254

RE: Johnson Ranch, Queen Creek, Arizona  
Public Water System (PWS) AZ0411128  
ICE Database Inspection Identification Number 200142

Mr. Brown,

The Water Quality Utility Field Services Unit (WQUFSU) of the Arizona Department of Environmental Quality (ADEQ) has enclosed an inspection report regarding the inspection conducted at the above referenced facility on June 12, 2013. The inspection was conducted to determine compliance with Arizona Revised Statute (A.R.S.) §49-351 et seq. and Arizona Administrative Code A.A.C. R18-4-101 et seq.

Deficiencies were noted during the course of the inspection and a Notice of Violation (NOV) is enclosed.

If you have any questions regarding the enclosed report, please feel free to contact me directly at (602) 771-4198, or by e-mail at [jpr@azdeq.gov](mailto:jpr@azdeq.gov).

Sincerely,

Joe Reyes  
Environmental Program Specialist  
Water Quality Compliance Field Services Unit

cc: WQUFSU Reading File  
PWS File AZ0411128

ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY  
WATER QUALITY DIVISION - COMPLIANCE SECTION  
UTILITY FIELD SERVICES UNIT  
INSPECTION REPORT-DRINKING WATER

**Facility:** Johnson Ranch

**System No:** AZ0411128

**Inspected By:** Joe Reyes

**Inspection Date:** June 7, 2013

**Accompanied By:** Confidential Complainant

**County:** Pinal

**Number of Plants /Wells:** N/E

**System Grade:** N/E

**Certified Operator:** Gregory Brown

**Operator Grade:** Grade 4 Distribution  
Grade 4 Treatment

**Population/Service Connections:** 1600/550

The system is in compliance with the following ADEQ requirements:

		<u>YES</u>	<u>NO</u>	<u>N/A</u>	UNKNOWN
1.	A certified operator is employed by the owner per ADEQ regulations.	X			
2.	The system meets ADEQ monitoring and reporting requirements.				Not evaluated
3.	This system meets ADEQ requirements for operation and maintenance of the physical facilities.		X		

**Inspection Purpose and Scope:**

The Arizona Department of Environmental Quality (ADEQ) received multiple complaints (complaint ID #: 9853, 9859, 9860, 9870, 9875, 9880) from residents within the distribution system of the Johnson Ranch Drinking Water Plant, Public Water System number 11-128. The complainants alleged that there was low water pressure. One complainant had purchased and installed a water pressure gauge and reported pressure as low as 10 psi.

This was a complaint inspection. The inspection was conducted to determine the facility's compliance status under Arizona Administrative Code (A.C.C.) R18-4-101 et seq and R18-5-101 et. ADEQ staff did not conduct a Sanitary Survey inspection as part of the complaint inspection.

### **Physical Inspection**

The WQFUSU staff did not conduct a Sanitary Survey inspection as part of the complaint inspection.

### **Complaint Inspection**

At the time of the inspection, one of the complainants explained to ADEQ staff that the water he receives from Johnson Utilities was below 20 pounds per square inch (psi). The complainant had installed a Rain Bird pressure gauge and recorded pressures between 10 psi and 20 psi.

On June 7, 2013 at 9:30-am ADEQ staff installed Dickson Data Logger (PR 300- 05333196) to the hose bib, on the main supply line into the home of one of the complainants and as near the water meter (distribution system) as practical. The complainant's home resides at 1573 feet of elevation above sea level, which is down gradient (down hill) from the Gary Road entrance to Solera, residing at 1577 feet.

Water pressure data was collected from June 7, 2013 to June 12, 2013. The Dickson Data Logger was set to capture water pressure readings at two minute intervals. After five days of data collection the results are as follows:

The average value recorded was 18.2 psi. The highest pressure value was 36.2 psi, recorded on June 10, 2013. The lowest pressure value was 7.1 psi, recorded on June 11, 2013. The Dickson Data Logger is accurate within 1% (+/- 3psi). See Logger PR300-05333196 chart attached to the report.

The pressure fell below 20 psi on the following dates.

- June 7, 2013, the pressure fell below 20 psi 128 times. The lowest pressure reading recorded was 15.1psi.
- June 8, 2013, the pressure fell below 20 psi 134 times. The lowest pressure reading recorded was 12.8 psi.
- June 9, 2013, the pressure fell below 20 psi 254 times. The lowest pressure reading recorded was 12.6 psi.
- June 10, 2013, the pressure fell below 20 psi 302 times. The lowest pressure reading recorded was 10.1 psi.
- June 11, 2013, the pressure fell below 20 psi 268 times. The lowest pressure reading recorded was 7.1 psi.
- June 12, 2013, the pressure fell below 20 psi 268 times. The lowest pressure reading recorded was 12.1 psi.

On June 12, 2013 at 2:54 pm the data logger was removed.

Also on June 7, 2013, ADEQ staff installed a second Dickson Data Logger (PR 300- 05069131) at the complainant's home. The Dickson Data Logger was installed on a hose bib which stems from the water softener supply line. The water softener was located in the complainant's garage.

Water pressure data was collected from June 7, 2013 to June 12, 2013. The Dickson Data Logger record the water pressure readings at two minute intervals. The average value recorded was 18.3 psi. The highest pressure value was 36.2 psi, recorded on June 10, 2013. The lowest pressure value was 7.1 psi, recorded on June 11, 2013. The Dickson Data Logger is accurate within 1% (+/- 3psi). See Logger PR300-05069131 chart attached to the report.

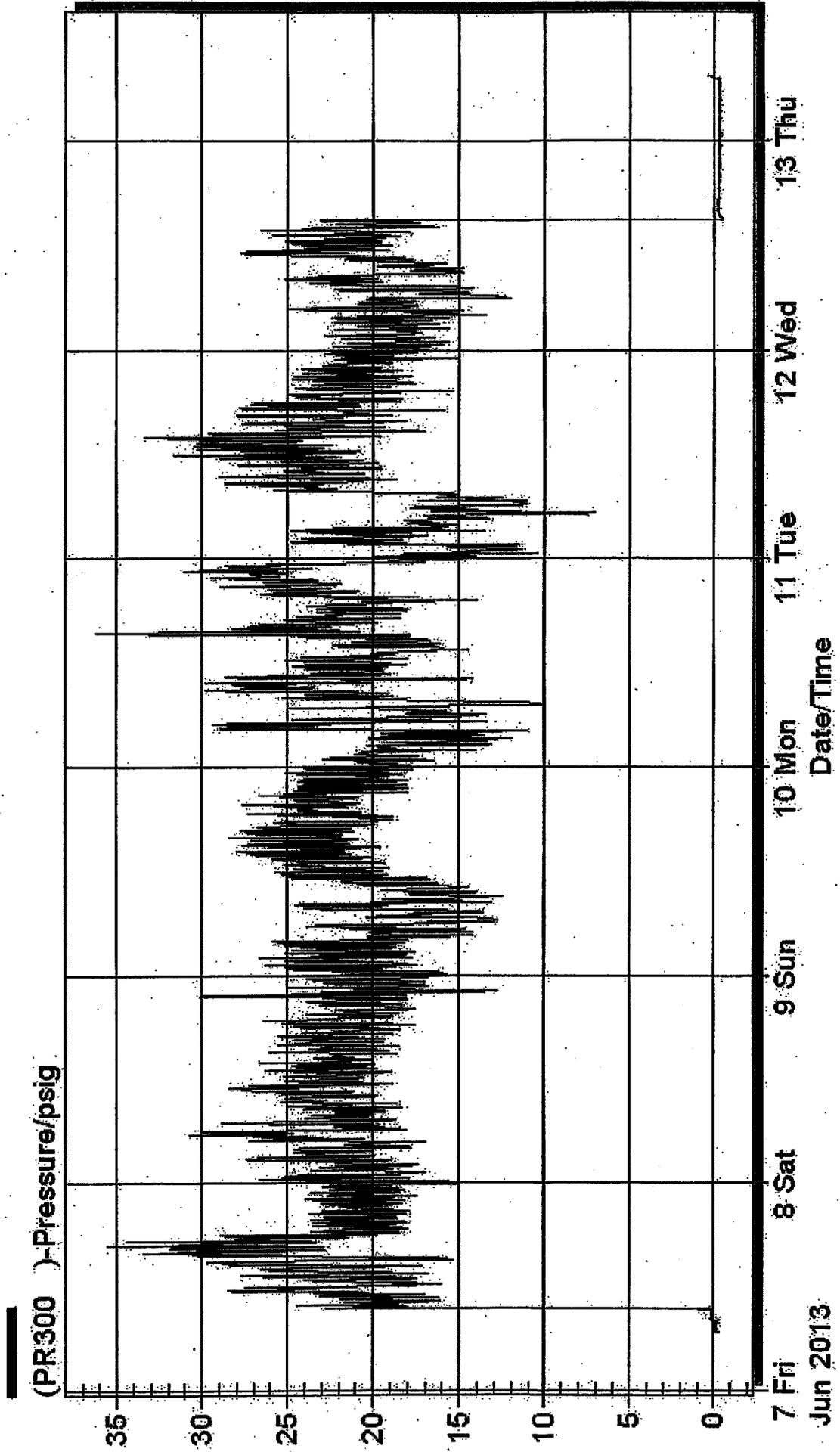
The pressure fell below 20 psi on the following dates.

- June 7, 2013, the pressure fell below 20 psi 136 times. The lowest pressure reading recorded was 15.4 psi.
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- June 11, 2013, the pressure fell below 20 psi 282 times. The lowest pressure reading recorded was 7.1 psi.
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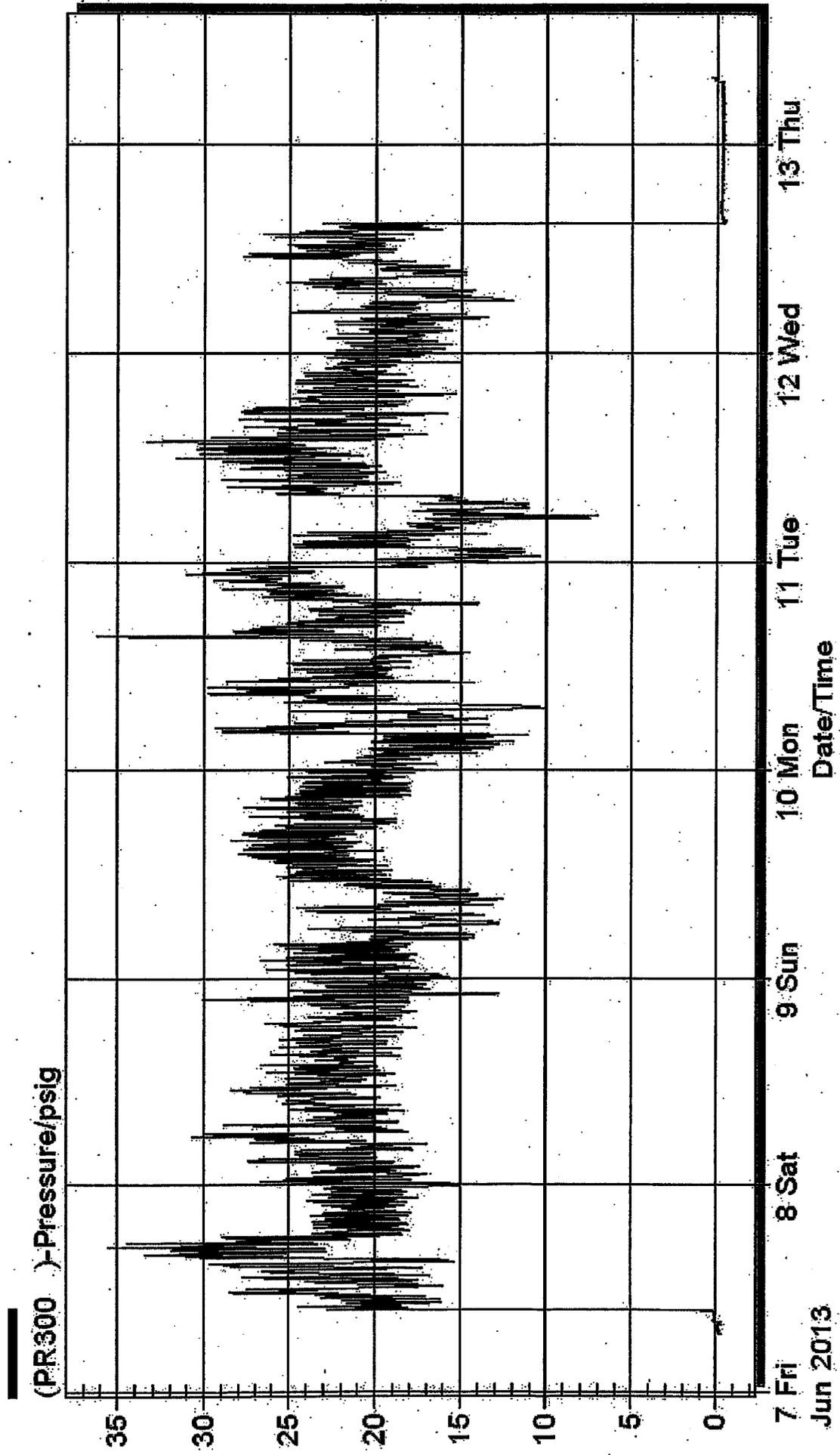
On June 12, 2013 at 2:54 pm the data logger was removed.

Arizona Administrative Code A.A.C. R18-5-502 (B) sets forth the Minimum Design Criteria for a water system. A potable water distribution system shall be designed to maintain and shall maintain a pressure of at least 20 pounds per square inch (psi) at ground level at all points in the distribution system under all conditions of flow. A water meter is considered a point for the distribution system.

# Logger PR300-05333196



# Logger PR 300-05069131





**Arizona Department of Environmental Quality  
Complaint Receipt Form**

Date: 06/04/13	Taken By:
Complaint #: 9853	
Date Assigned:	Priority Code:
Assigned to: Reyes, Joseph P.	Phone: (602) 771-4198

**Site/Operator/Source Name:**

Johnson Ranch - DwtP

**Responsible Party:**

Johnson Utilities, Llc  
5230 E Shea Blvd  
Scottsdale, Az 85254

**Address:**

No Address On Record  
Queen Creek,

**Location:**

LAT: 33d, 9', 15.5579" N LNG: 111d, 33', 22.0902" W

Phone: (480) 998-3300

Type of Operation: Drinking Water Treatment Plant

**Major Cross Streets:**

Johnson Utilities  
San Tan Valley  
Utility

County: Pinal

**Description of Complaint:**

We have been experiencing low water pressure for the past several weeks (for years actually; ADEQ's Karen Berry has been to my residence with a recording water pressure gauge three times previously). I sent an email to Karen Berry this weekend but she evidently no longer works there. I have a water pressure gauge and we have been running between 10psi and 20 psi. Currently our R/O system does not work properly due to the low water pressure. We are serviced by Johnson Utilities, I am filing this complaint against them.

Date of Occurrence: 06/03/13

Substance Involved: Water pressure - low

Quantity of Substance: Unknown

Medium Affected: Water

Best Time to Witness: 24/7

Verifying Documentation:

**Complainant Name:**

CONFIDENTIAL

**Referring Agency:**

Phone:

Agent's Name:

E-Mail:

Phone:

Address:

"Do you feel that release of your name may result in substantial harm to any person, including yourself, or to the public health or safety?" YES

"Have you been referred to ADEQ?" NO

If YES, describe:

By Whom:

Follow-up Requested: YES

Case Referred: YES NO

If YES, to whom:

Date Referred:

Date Inspected:

Status:

Inspector's Notes:



**Arizona Department of Environmental Quality  
Complaint Receipt Form**

Date: 06/05/13	Taken By:
Complaint #: 9859	
Date Assigned:	Priority Code:
Assigned to: Reyes, Joseph P.	Phone: (602) 771-4198

**Site/Operator/Source Name:**  
Johnson Ranch - Dwrtp

**Responsible Party:**  
Johnson Utilities, Llc  
5230 E Shea Blvd  
Scottsdale, Az 85254

**Address:**  
No Address On Record  
Queen Creek,

**Location:**  
LAT: 33d, 9', 15.5579" N LNG: 111d, 33', 22.0902" W

**Phone:** (480) 998-3300

**Type of Operation:** Drinking Water Treatment Plant

**Major Cross Streets:**  
Johnson Utilities  
968 E Hunt Hwy  
Hunt Highway and Bella Vista  
San Tan Valley  
Water Utility

**County:** Pinal

**Description of Complaint:**

Johnson utilities refuses to provide sufficient information regarding the community wide impact of low water pressure. They continue to allow the public to be at risk and susceptible to poor water quality. This has been going on in my home since Late May. Although they refuse to acknowledge issues, our service continues to be threatened if our bill is not paid. They owe a duty to provide quality, safe water at efficient pressure.

**Date of Occurrence:** 06/04/13

**Substance Involved:** Lack of water pressure

**Quantity of Substance:** Unknown

**Medium Affected:** Water

**Best Time to Witness:** Anytime

**Verifying Documentation:**

**Complainant Name:**  
CONFIDENTIAL

**Referring Agency:**

**Phone:**

**Agent's Name:**

**E-Mail:**

**Phone:**

**Address:**

"Do you feel that release of your name may result in substantial harm to any person, including yourself, or to the public health or safety?" YES

**"Have you been referred to ADEQ?"** YES

**If YES, describe:**

**By Whom:**

**Follow-up Requested:** YES

**Case Referred:** YES NO

**If YES, to whom:**

**Date Referred:**

**Date Inspected:**

**Status:**

**Inspector's Notes:**



**Arizona Department of Environmental Quality  
Complaint Receipt Form**

Date: 06/05/13	Taken By:
Complaint #: 9860	
Date Assigned:	Priority Code:
Assigned to: Reyes, Joseph P.	Phone: (602) 771-4198

**Site/Operator/Source Name:**  
Johnson Ranch - Dwtp

**Responsible Party:**  
Johnson Utilities, Llc  
5230 E Shea Blvd  
Scottsdale, Az 85254

**Address:**  
No Address On Record  
Queen Creek,

**Location:**  
LAT: 33d, 9', 15.5579" N LNG: 111d, 33', 22.0902" W

**Phone:** (480) 998-3300

**Type of Operation:** Drinking Water Treatment Plant

**Major Cross Streets:**  
Johnson Utilities  
[REDACTED]  
Golf dr and Johnson blvd  
San Tan Valley (Queen Creek)  
single storey residence

**County:** Pinal

**Description of Complaint:**  
Consistent low water pressure

**Date of Occurrence:** 06/04/13      **Substance Involved:** Very low water pressure

**Quantity of Substance:** can't water grass no pressure      **Medium Affected:** Water

**Best Time to Witness:** all day      **Verifying Documentation:**

**Complainant Name:**  
CONFIDENTIAL

**Referring Agency:**

**Phone:**

**Agent's Name:**

**E-Mail:**

**Phone:**

**Address:**

"Do you feel that release of your name may result in substantial harm to any person, including yourself, or to the public health or safety?" YES

"Have you been referred to ADEQ?" YES

If YES, describe:

**By Whom:**

**Follow-up Requested:** YES

**Case Referred:** YES NO      **If YES, to whom:**      **Date Referred:**

**Date Inspected:**      **Status:**

**Inspector's Notes:**



**Arizona Department of Environmental Quality  
Complaint Receipt Form**

Date: 06/10/13	Taken By:
Complaint #: 9870	
Date Assigned:	Priority Code:
Assigned to: Reyes, Joseph P.	Phone: (602) 771-4198

**Site/Operator/Source Name:**

Johnson Ranch - DwtP

**Responsible Party:**

Johnson Utilities, Llc  
5230 E Shea Blvd  
Scottsdale, Az 85254

**Address:**

No Address On Record  
Queen Creek,

**Location:**

LAT: 33d, 9', 15.5579" N LNG: 111d, 33', 22.0902" W

**Phone:** (480) 998-3300

**Type of Operation:** Drinking Water Treatment Plant

**Major Cross Streets:**

Johnson Utilities  
968 E Hunt Hwy  
Bella Vista/Hunt Hwy  
San Tan Valley  
Water/Sewer

**County:** Pinal

**Description of Complaint:**

Johnson Ranch subdivision has had very low water pressure for 3 weeks now. Friday 6/7 residents woke up to no water (at least 2 hours). In a phone call with management, Maria stated that water pressure issues will be resolved in the next 30 days as they are doing upgrades and digging new wells and are waiting on state permits/licenses. I have been unable to use my shower on a regular basis! What water we do get has a foul odor as well.

**Date of Occurrence:** 06/07/13

**Substance Involved:** Lack of water

**Quantity of Substance:** N/A

**Medium Affected:** Drinking Water

**Best Time to Witness:** Ongoing

**Verifying Documentation:**

**Complainant Name:**

CONFIDENTIAL

**Referring Agency:**

**Phone:**

**Agent's Name:**

**E-Mail:**

**Phone:**

**Address:**

"Do you feel that release of your name may result in substantial harm to any person, including yourself, or to the public health or safety?" NO

**"Have you been referred to ADEQ?"** NO

**If YES, describe:**

**By Whom:**

**Follow-up Requested:** YES

**Case Referred:** YES NO

**If YES, to whom:**

**Date Referred:**

**Date Inspected:**

**Status:**

**Inspector's Notes:**



**Arizona Department of Environmental Quality  
Complaint Receipt Form**

Date: 06/11/13	Taken By:
Complaint #: 9875	
Date Assigned:	Priority Code:
Assigned to: Reyes, Joseph P.	Phone: (602) 771-4198

**Site/Operator/Source Name:**

Johnson Ranch - Dwtp

**Responsible Party:**

Johnson Utilities, Lic  
5230 E Shea Blvd  
Scottsdale, Az 85254

**Address:**

No Address On Record  
Queen Creek,

**Location:**

LAT: 33d, 9', 15.5579" N LNG: 111d, 33', 22.0902" W

**Phone:** (480) 998-3300

**Type of Operation:** Drinking Water Treatment Plant

**Major Cross Streets:**

Johnson Utilities  
Hunt Hwy  
Queen Creek  
Water and Sewer

**County:** Pinal

**Description of Complaint:**

We have not had decent water pressure for 2 weeks now. It fluctuates between bad and really bad, but hasn't been normal for a while. This can't be good for our appliances, but more importantly, it can't be good for our drinking water.

**Date of Occurrence:**

**Substance Involved:** Unknown

**Quantity of Substance:** Unknown

**Medium Affected:** Drinking Water

**Best Time to Witness:**

**Verifying Documentation:**

**Complainant Name:**

CONFIDENTIAL

**Referring Agency:**

**Phone:**

**Agent's Name:**

**E-Mail:**

**Phone:**

**Address:**

"Do you feel that release of your name may result in substantial harm to any person, including yourself, or to the public health or safety?" YES

**"Have you been referred to ADEQ?"** YES

**If YES, describe:**

**By Whom:**

**Follow-up Requested:** NO

**Case Referred:** YES NO

**If YES, to whom:**

**Date Referred:**

**Date Inspected:**

**Status:**

**Inspector's Notes:**



**Arizona Department of Environmental Quality  
Complaint Receipt Form**

<b>Date:</b> 06/12/13	<b>Taken By:</b>
<b>Complaint #:</b> 9880	
<b>Date Assigned:</b>	<b>Priority Code:</b>
<b>Assigned to:</b> Reyes, Joseph P.	<b>Phone:</b> (602) 771-4198

**Site/Operator/Source Name:**

Johnson Ranch - Dwtp

**Responsible Party:**

Johnson Utilities, Llc  
5230 E Shea Blvd  
Scottsdale, Az 85254

**Address:**

No Address On Record  
Queen Creek,

**Location:**

LAT: 33d, 9', 15.5579" N LNG: 111d, 33', 22.0902" W

**Phone:** (480) 998-3300

**Type of Operation:** Drinking Water Treatment Plant

**Major Cross Streets:**

Johnson Utilities

**County:** Pinal

**Description of Complaint:**

Below is copy of letter i just emailed tmeeter@Azcc.com and News 5...along with attached pic of my water gage! Please do something NOW!!!...Thank you..kc

I know you are asking for billing info, but more important right now is our continual low water pressure below state minimum of 20 psi over the past month! My lowest readings have been 15 psi, however today, i firmly believe we are in the danger zone with a reading of 10 psi! I live in the senior community of Solera at Johnson Ranch and am very concerned no boil water advisory has been given due to pressure continually below 20 psi! We need someone to listen to us out here!!!! This company's longstanding disrespect for the state requirements, environmental issues, as well as the ongoing saga of our water supply issues is appalling! I would think, of all folks on the council, Susan Bittersmith would be highly appalled, as she has worked with water quality issues in the past!

This company needs to have the state take them over NOW! We are done with the games! Our lives literally depend on it!!

**Date of Occurrence:**

**Substance Involved:** Unknown

**Quantity of Substance:** Unknown

**Medium Affected:** Water

**Best Time to Witness:**

**Verifying Documentation:**

**Complainant Name:**

CONFIDENTIAL

**Referring Agency:**

**Phone:**

**Agent's Name:**

**E-Mail:**

**Phone:**

**Address:**

"Do you feel that release of your name may result in substantial harm to any person, including yourself, or to the public health or safety?" NO

"Have you been referred to ADEQ?" NO

If YES, describe:

**By Whom:**

**Follow-up Requested:** YES