

WS-02987A-08-0180



ORIGINAL

OPEN MEETING AGENCY  
ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM RECEIVED

Investigator:

Phone:

2013 JUN 24 A 9:48 Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion

No. 2013 - 111109

Date: 6/11/2013

Complaint Description:

08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Jecoby

Keiser

Account Name:

Jecoby Keiser

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Florence

CBR:

State:

AZ Zip: 85132

is: E-Mail

Utility Company:

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

Division:

Sewer

Contact Name:

Greg Brown

Contact Phone:

Nature of Complaint:

Reference ACC Complaint No. 2013-111313 filed June 20, 2013.

Arizona Corporation Commission  
**DOCKETED**

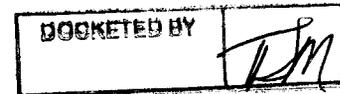
JUN 24 2013

From: Lisa Keiser

Sent: Thursday, June 06, 2013 10:42 PM

To: Utilities Div - Mailbox

Subject: Public Comment Docket WS-02987A-08-0180



Please let me know that you received this, thank you.

We are deeply concerned about the practices of our water company, Johnson Utilities. Over the course of just the last year they have had multiple violations that were severe enough to have put the public health at risk and furthermore they outright refused to properly notify us so that we at the very least could take measures to protect ourselves and our children. Many times we have been charged for water that we should not have even been using. Even now they are having major water pressure issues in several subdivisions as reported all over San Tan Valley that they refuse to comment on or address properly that are causing irrigation problems and difficulty running appliances that use water. But that is the least of our concerns considering that they have had E. coli, high levels of nitrates and multiple sewage/effluent spills in our neighborhoods. These issues are so awful that several news stations have been here to report on it. Do you find this acceptable and are you willing to endorse it with your regulatory authority? WE DO NOT. We find it completely outrageous to live in constant worry that our water is hazardous and that we are not being properly notified accordingly. Still, they continue to insist they are a stellar water company in spite of all the evidence to the contrary. As such they also continue to run their business the same as they always have no matter how much we attempt to contact them and subsequently report them. They provide negligent and oftentimes rude customer service and egotistical communications while they refuse to even admit the problems they have, constantly passing blame. If they deny problems exist, how can we even rest assured they are being corrected? They mismanage their entire operation, financially and otherwise. The root cause of this is putting their interests ahead of their obligation to public safety. When you are dealing with a utility as crucial as water you absolutely have to root your entire business in ethics. A company like Johnson Utilities who makes profit a priority over people puts us all at risk and we are duly

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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concerned for our family and our neighbors.

I sincerely wonder how much longer it will be before one of these incidents results in doing serious damage to the public and some reports indicate it may already have. My own child ended up with a very rapid and especially strong E. coli infection immediately after the water was found to be contaminated. It was only resolvable with a strong course of antibiotics; thankfully she is a normally healthy child and was able to recover with treatment. What if she was not? Then we had high levels of nitrates which are very dangerous to young children. We don't even know how long we were at risk before we found out and we have young children in our home and are currently pregnant as well. This should be of concern to you.

You have a responsibility to be working with ADEQ to determine how well this company is handling the most basic and important requirement: water quality. If you find that they have not satisfactorily maintained the water quality and have not completely resolved every issue that has been and is currently being investigated by the ADEQ and/or the EPA up to this point, you have no business awarding them more money of ours to mismanage. Particularly when this money is simply to offset personal income taxes made directly off the profits of this company. These profits should have originally gone to managing the utility into proper compliance in the first place. The fact that they have even come to you to increase these profits again in such a short period of time is indicative of what they prioritize. Our current water rates are exorbitant and usage estimates are questionable. As an outlying area with families trying to make ends meet, many are questioning why the majority of us are paying upwards of \$100-150 per month to this company, often exceeding even our electricity bills and this is the quality of service we get for that. We are most certainly paying VERY close attention to this company and those responsible for its oversight.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

6/11/13 unable to email, I contact Commission's IT and they are in the process of creating a new profile that will enable me to email. Once they have fixed this problem I will make contact the with customer via email.

6/20/13 4:34 PM

Your email regarding the Johnson Utilities, L.L.C. JU rate case will be placed on file with the Docket Control Section of the Arizona Corporation Commission ("Commission"). It will be made a part of the record and brought to the attention of the Commissioners. Your comments will be considered by the Commission before rendering a decision on JU's application. CLOSED.

6/20/2013

From: Lisa Keiser  
Sent: Thursday, June 20, 2013 7:28 PM  
To: Al Amezcua  
Subject: RE: Johnson Utilities

Thank you for the quick response, much appreciated!

6/21/13

From: Al Amezcua  
Sent: Friday, June 21, 2013 10:32 AM  
To: 'Lisa Keiser'  
Subject: RE: Johnson Utilities

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Good morning Ms. Keiser,

Your comments were placed this morning into the docket. I also went ahead and filed a complaint on your behalf.

Thank you,

Alfonso Amezcua  
\*End of Comments\*

**Date Completed: 6/20/2013**

**Opinion No. 2013 - 111109**

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