

WS-02987A-08-0180 ORIGINAL



0000146120

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111254 **Date:** 6/17/2013

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

Complaint By: **First:** Betty & Fay **Last:** Holland

Account Name: Betty & Fay Holland **Home:** (000) 000-0000

Street: **Work:**

City: San Tan Valley **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: Arizona Corporation Commission

DOCKET NO. WS-02987A-08-0180

June 4, 2013

Arizona Corp. Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED
JUN 18 2013

DOCKETED BY	MR
-------------	----

RECEIVED
 2013 JUN 18 A 9:17
 AZ CORP COMMISSION
 DOCKET CONTROL

Dear Sirs;

We have been residents of Johnson Ranch and users of Johnson Utilities for just over 7 years. During that time we have not been able to drink the water. The drinking water provided by Johnson Utilities for that 7 year period has smelled musty and tastes like dirty water. It leaves a bad taste in your mouth after drinking it.

We feel the conditions of the Johnson utilities fresh water system and their sewer reclamation system are substandard and need to be inspected entirely by an outside source other than Johnson Utilities staff. The amount of money we pay for this water and sewer service, we demand much better service. We moved here from Scottsdale and paid about half as much for the same service but with Johnson Utilities we receive a much lesser quality of service.

Locations of constant sewer smell when driving by the highway with the windows up and the A/C on.

Ironwood between Pecon Creek North and Pecan Creek South (smell is constant all the time).

Hunt highway across from Thistle way at Johnson Ranch (smell usually on the weekends when red light is flashing)

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Yours Truly
Fay and Betty Holland

San Tan Valley, AZ 86143-6178
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/17/13 Noted and filed for the record in Docket Control
End of Comments

Date Completed: 6/17/2013

Opinion No. 2013 - 111254
