

WS-02987A-08-0180

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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: 2013 JUL - 11 A 9:44

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 111419

ARIZONA CORPORATION COMMISSION DOCKET CONTROL

Date: 6/27/2013

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

Complaint By: Whitney Hemsath

Account Name: Whitney Hemsath

Home

Street:

Work:

City: Queen Creek

CBR:

State: AZ Zip: 85142

is: E-Mail

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

Division: Water

Contact Name: Greg Brown

Contact Phone: Arizona Corporation Commission

Nature of Complaint:

DOCKET NO. WS-02987A-08-0180.
OPPOSED

DOCKETED

JUL - 1 2013

Sent: Wednesday, June 26, 2013 4:02 PM
To: Utilities Div - Mailbox
Subject: Docket #WS-02987A-08-0180.

DOCKETED BY NR

My name is Whitney Owens Hemsath. I live at San Tan Valley, AZ 85142. My email address is My phone number is The docket I wish to express my concerns about is the Johnson Utilities Rate Increase request, Docket #WS-02987A-08-0180.

I am AGAINST Johnson Utilities being allowed to increase their utility rates in order to cover the cost of income taxes. As a homeowner, tax payer, and registered voter living in the Skyline Ranch Subdivision, serviced by Johnson Utilities, I am appalled by the lack of quality product and quality customer service Johnson Utilities has been providing for years now. As I'm sure the committee is well aware, there have been multiple issues of water quality that have arisen in the years prior.

From e-coli scares to nitrate issues, yellow water and low water pressure, Johnson Utilities continues to have one issue after another. I understand that the nature of being a water utilities company means there will be water quality issues. However, many of these issues have been in violation of ADEQ standards, from failure to notify customers about the e-coli issue in the required time frame, to not supplying the minimum 20psi to its customers. The problems alone are not the only issue - the way in which the problems are handled - accepting no responsibility, giving their customers the run around, and so much more cause me to put my foot down and say that no, Johnson Utilities and its owners or shareholders do NOT deserve a raise as a result of poor company management. Johnson Utilities may cite other providers who do get to charge higher rates, and may use the defense that if other companies get to include income tax costs in their rates, they should be allowed to as well. However, Johnson Utilities has not managed their company as well as those others have, and should not be rewarded simply because other companies have done a better job and "earned" those rate increases.

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There are many homes currently for sale in the areas surrounding us that specifically list "We are NOT serviced by Johnson Utilities" as a major selling point. I regret that I am not able to make the same claim, and saddened that homes serviced by Johnson Utilities appear to not be worth as much as a result. With all the issues that have and continue to arise regarding my water service provider, I am tired of footing the bill. Paying for my own bottled water during their "incidents" is one cost. Not having my home be worth as much because its serviced by them is another. It is not fair to ask me to pay yet again, through increased rates, for the substandard product and service I am receiving.

As I have no other choice for a water provider, I petition you to please vote AGAINST a rate increase for Johnson Utilities and do all in your power to hold them accountable and make them improve the product and service they are already being overpaid (in my opinion) to provide.

Thank you for your consideration.

Sincerely,

Whitney Hemsath
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 6/27/2013

Opinion No. 2013 - 111419
