

WS. 02987A. 08. 0180

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: 24 A 9 57

Fax: (602) 542-2100

Priority: Respond Within Five Days

Opinion No. 2013 - 111436

Date: 6/27/2013

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

Complaint By: Alden Weight

Account Name: Alden Weight 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:

6/27 WS-02987A-08-0180 opposed

• Johnson Utilities has an extensive history of EPA violations, ADEQ fines for various incidents, and other water-quality problems. No other utilities company I've dealt with in the past has had anywhere NEAR this company's highly embarrassing (at best) track record.
• The net effect of a rate increase will be to pass on the cost of Johnson Utilities' ADEQ fines and cleanup costs from various incidents—not only E. coli and nitrates found in their water last year, but most recently the wastewater spillover at San Tan Heights—directly to their customers. This is not only unacceptable business practice, but would ultimately negate the purpose of a fine.
• Johnson Utilities is already one of the highest-priced water companies in Arizona. If they cannot provide better service for the money they already charge, they need to examine their own business practices and make them more efficient rather than ask for yet more revenue from customers.
I respectfully urge you to deny this application for a rate increase. Thank you for your consideration.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Arizona Corporation Commission
DOCKETED

JUL 24 2013

Date Completed: 6/27/2013
DOCKETED BY: ne

Opinion No. 2013 - 111436

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

WS-02987A-08-0180

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2013 - 111449

Date: 6/28/2013

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

Complaint By: First: julia Last: Ball

Account Name: Home: (000) 000-0000

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: Contact Phone:

Nature of Complaint:

-DOCKET NO. WS-02987A-08-0180 OPPOSED RATES
Dear AZCC,

As a new home owner in San Tan Valley, I am finding myself faced with all sorts of challenges that I never experienced while renting. The most pressing concern is that of Docket WS-02987A-08-0180, Johnson Utilities trying to impose a rate increase to cover the cost of the income tax of their CEO. I am strongly opposed to such an outrageous proposition. A company that fails to provide clean and sanitary water (with an E. Coli scare and Nitrate scare in the last year alone) should be pressing forward to improve the quality of the product they provide to their customers, instead of trying to cover their own taxes. Please be advised that the consumers will not sit idly by if Johnson Utilities is permitted to raise our rates while still failing to deliver drinkable water.

Thank you,

Julia Ball

San Tan Valley, AZ 85142

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 6/28/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2013 - 111449

WS-02987A-08-0180

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ---

Fax: .

Priority: Respond Within Five Days

Opinion No. 2013 - 111448

Date: 6/28/2013

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

First:

Last:

Complaint By: Andrew & Lisa Nelson

Account Name: Andrew & Lisa Nelson

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is: E-Mail

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

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

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

-----Original Message-----

From: Andrew and Lisa Nelson [mailto:
Sent: Wednesday, June 26, 2013 8:38 PM
To: Utilities Div - Mailbox
Subject: WS-02987A-08-0180

To Whom it may concern,

We are citizens of Florence and oppose any rate increase. We have been living in Anthem Parkside at Merrill Ranch for almost 2 years now.

During this time we have received e-mails saying e coli is in our water, then another saying no e coli....received well after the date of occurrence. We have also experienced several outages with not a single notice what so ever. We do not drink the water because it tastes so bad. I travel for my job and there have been many times where I have been gone for several weeks, not using any water and my bill is always roughly around \$77.00. I am paying for water that is not being used.

I work for a Medical Equipment manufacturer that now has to pay a device tax....a tax they are not passing on to the customer. They are figuring it out how to make it work, why can't Johnson Utilities? If nobody has noticed, our Country is in trouble. I got a pay raise this year, combined with Bush era Tax cuts expiring, canceled out my raise.

Gasoline is more expensive, food is more expensive, HOA fees are rising, various other stupid fees that any government agency or business can tack on to the consumers bill. We also have an upcoming OBAMA care insurance hike that will probably wipe out any chance of gaining ground on my personal income status. I have already seen my premiums increase this year, 2014 will bring a greater increase as to not even come close in comparison to this years increase.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I do not care if it is a penny extra per month, I am done with every Tom, Dick and Harry in the Federal Government, State, Local, Utilities, HOA's, etc.....raping the consumer. We have a President taking 100 million dollar trips to Africa, Lawyers for businesses making \$500.00 an hour for work that their assistant performs so he can make Tee time and Hospitals charging crazy hospital fees when all they know is how to write on a prescription pad.

America is hurting.....why doesn't Johnson Utilities focus more on fighting back in the other direction than passing the burden on to the consumer. The average everyday tax payer does not have the luxury of passing on our tax burden, other than making cuts to our individual budgets. If this is the case, we as citizens, should be able to choose another utility provider, who can provide the services at a more efficient and less expensive rate.

Andrew and Lisa Nelson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED
End of Comments

Date Completed: 6/28/2013

Opinion No. 2013 - 111448

WS. 02987A-08-0180

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111447

Date: 6/28/2013

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

First:

Last:

Complaint By: Thersa Jose

Account Name: Thersa Jose

Home:

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:

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

There should not be another rate increase for customers as we have not had adequate service to warrant any higher rates. We have experienced 3 or more incidents of contaminated water, low water pressure, unexplained hikes in water use on bills, sewage spills etc. Why must we keep paying higher cost for less than unacceptable service? Our concerns are not addressed by the company, we have to pay the price if they are find for contamination, we have to pay for water that is safe for our children to consume on top of what we have to pay the company. We have to pay a minimum water use charge even if your using under that amount of use. As of now Johnson Utilities is the highest charging water company in Pinal County.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed.

End of Comments

Date Completed: 6/28/2013

Opinion No. 2013 - 111447

WS-02987A-08-0180

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111450

Date: 6/28/2013

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

First:

Last:

Complaint By:

Pam

Fearing-Hlebechuk

Account Name:

Pam Fearing-Hlebechuk

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:

Contact Phone:

Nature of Complaint:

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

We are opposed to Johnson Utilities rate increase, We are paying more for water and sewer then other State and cities are paying, The water quality is poor, and Johnson Utilities has done nothing to stop the smell coming from water treatment plant, The smell is unacceptable, It needs to be fixed Now.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 6/28/2013

Opinion No. 2013 - 111450