

WS-02987A-15-0284

OPEN MEETING AGENDA ITEM



Arizona Corporation Commiss

0000165759

Utilities Complaint Form

Investigator: Richard Martinez

Phone: <<< REDACTED >>>

Completion Date: 8/13/2015 2:21 PM

Priority: Please respond within 5 business days

Opinion Number: 2015 - 123900

Opinion Codes:

Opinion Date: 8/13/2015 2:14 PM

Rate Case Items - In Favor

First Name: Ben

Last Name: Meredith

Account Name: Ben Meredith

Street Address: <<< REDACTED >>>

City: San Tan Valley

State: AZ

Zip Code: 85143

<<< REDACTED >>>

<<< REDACTED >>>

ORIGINAL

Company: Johnson Utilities L.L.C. dba Johnson Utilities Company

Division: Water

Stephanie Poulin

<<< REDACTED >>>

<<< REDACTED >>>

Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position: For

IN FAVOR

I activated service with Johnson Utilities on 6/29/15. I received a notice in the mail today indicating that my service will be disconnected on 8/11/15 unless the full outstanding balance is paid (including the late fee.) The notice states that my "billing date" was 7/28/15. Johnson Utilities DID NOT send me an invoice or bill. The disconnect notice is the first correspondence I have received. I am happy to pay the outstanding balance with the exception of the late fee. Since I did not receive an invoice, I do not know what the late fee amount is. I pay all of my bills on time. It is unethical for a utility to send me a disconnection notice when they did not send an invoice! it is also unethical to threaten to disconnect service with less than two business days of notice. To make it even worse, HAD I received an invoice (which I did not) they would be disconnecting my service 10 business days after the invoice print date. Please assist!

Notes:

Date:

User:

Submitted By:

Note Type:

8/13/2015

Richard Martinez

Telephone

Investigation

Entered for the record and docketed. Complaint has been submitted to Company. FILE CLOSED

Arizona Corporation Commission

DOCKETED

AUG 13 2015

DOCKETED BY

[Signature]

ARIZONA CORPORATION COMMISSION  
CONTROL

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