

WS-02987A-15-0284

Arizona Corporation Commis



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Utilities Complaint Form

Investigator: Jenny Gomez

Phone: <<< REDACTED >>>

Completion Date: 8/13/2015 7:49 AM

Priority: Please respond within 5 business days

ORIGINAL

Opinion Number: 2015 - 123858

Opinion Codes:

Opinion Date: 8/13/2015 7:45 AM

Rate Case Items In Favor  
Arizona Corporation Commission

First Name: Karen

Last Name: Christian

Account Name: Karen Christian

Street Address:

AUG 17 2015

City:

State:

DOCKETED BY

Zip Code:

RECEIVED  
2015 AUG 17 PM 3:12  
AZ CORP COMMISSION  
DOCKET CONTROL

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

Division: Water

Stephanie Poulin

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Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position: For

I was forwarded a letter signed by Brad Cole to the ACC Utilities division, dated August 5, 2015. I'd like to have opportunity to respond.

I can see how Johnson Utilities might have come to their conclusions based on misinformation. One cause of the confusion is the assumption that our online consumer advocacy organization, the San Tan Valley Safe Water Advocates (STVSWA), is a non profit organization. Had they realized at the time that STVSWA is simply and only a grassroots public interest group run by unpaid volunteers, they may have come to a different conclusion. Our mission is simple; to advocate and campaign through the proper channels we are given in our state, for safe and affordable water rates, and to be watchdogs to assure that all utilities are following state mandated rules and regulations. No one has claimed to be "experts" in anything.

Customers received a letter on July 24th stating the company planned to permanently shut the standpipe down on August 5, 2015 at 4 p.m. There were threats of protests, etc., to which I addressed clearly at their community meeting they asked me to come to, that was not the correct response to have, and procedurally how to get their voices heard in the correct and professional manner. We were not asked about long term solutions at this time.

We replied to an inquiry only with the current news source of Casa Grande Dispatch via email, giving a statement from our "group" to which we stated the damage to the standpipe was from a "punk vandal" and that's who is to be blamed!

From the beginning, our intentions were simply to lend a hand to San Tan Valley citizens who needed our assistance. It's our understanding from the letter sent that JU intends to run water lines to community. This is wonderful news, and I know many standpipe users are happy to hear this. Many questions remain, and the customers can approach JU on those questions.

I will state I've never seen a more amazing group of people, who are simply asking for ease of access to water. They are hoping it remains open as long as there is citizens needing to haul water. This will make their life easier with less time hauling water from another city miles away, enabling the people to spend more valuable time with their families. We are optimistic that Johnson Utilities is listening to their concerns, and is doing all they can to accommodate their needs.

All the Very Best,

**WS-02987A-15-0284**

# **Arizona Corporation Commission**

## **Utilities Complaint Form**

Karen Christian

San Tan Valley Safe Water Advocates

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**Notes:**

| <b>Date:</b> | <b>User:</b> | <b>Submitted By:</b> | <b>Note Type:</b> |
|--------------|--------------|----------------------|-------------------|
| 8/13/2015    | Jenny Gomez  | Telephone            | Investigation     |

Noted and filed for the record in Docket Control.

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