

WS-02987A-15-0284

OPEN MEETING AGENDA ITEM



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Arizona Corporation Commis

Utilities Complaint Form

Investigator: Deborah Reagan

Phone: <<< REDACTED >>>

Completion Date:

Priority: Please respond within 5 business days

Opinion Number: 2015 - 124009

Opinion Codes:

Opinion Date: 8/18/2015 8:29 AM

Rate Case Items - Opposed

First Name: Steve

Last Name: Pratt

Account Name: Steve Pratt

Street Address: <<< REDACTED >>>

City: San Tan Valley

State: AZ

Zip Code: 85143

<<< REDACTED >>>

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ORIGINAL

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

Division: Water

Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position: For

My family is customer of JU, but not standpipe. Members of the community have come to rely on standpipe over the years. The company's tariff mentions standpipe can be stopped during a Stage 3 Water Curtailment - it must be regulated. Mr. Crockett claims (Aug 13) that ALL customers are paying for standpipe; the company "repaired standpipe at significant expense to the company and its ratepayers." Again, standpipe must be a regulated service if ratepayers pay. Utility services should not be discontinued without notice to the ACC and customers. Enforce your regulations. If standpipe is discontinued rates should be reduced to reflect savings The company should file a full rate case next year to figure out who is paying for what. On Aug 5 JU's COO submitted nasty, untrue and unsubstantiated comments about a concerned community member (who is a customer of JU) without first contacting her to resolve any misunderstandings (cowardly?). Is the ACC now the FIRST stop to resolve issues?

Notes:

Date:

User:

Submitted By:

Note Type:

8/18/2015

Deborah Reagan

Email

Investigation

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission

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AUG 18 2015

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