

WS-02987A-15-0284

OPEN MEETING AGENDA ITEM



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Arizona Corporation Commiss

Utilities Complaint Form

Investigator: Michael Buck

Phone: <<< REDACTED >>>

Completion Date: 8/20/2015 4:20 PM

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Opinion Codes:

Opinion Date: 8/20/2015 3:55 PM

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First Name: Duane

Last Name: Coleman

Account Name: Duane Coleman

Arizona Corporation Commission

Street Address: <<< REDACTED >>>

ORIGINAL

DOCKETED

AUG 21 2015

City: Queen Creek

State: AZ

Zip Code: 85142

DOCKETED BY

<<< REDACTED >>>

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

Division: Water

Stephanie Poulin

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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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RECEIVED

Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position: For

This is an opinion; Docket # WS- 02987A-15-0284; Johnson Utilities

We applaud the Corporation Commission on an outstanding performance everyone did in their discovery with Johnson Utilities Docket# WS-02987A-15-0284 on August 18, 2015 and; Having the perception to see through Mr. Johnson and his attorney Mr. Crocket's facade. Unfortunately the customers whom are directly affected by Johnson Utilities abrupt seizure inwater standpipe service were only allowed three minutes to convey their message to the Commission and were not allowed to provide rebuttal during the meeting. There were several what we will call 'inaccuracies' Mr. Crocket, attorney for Johnson Utilities and Mr. George Johnson stated in their statements and responses to the commissioners. They are as follows;

1. Our price from the standpipe on our last water bill statement from Johnson Utilities is equal to \$4.29 per 1,000 gallons not the \$5.80 or about \$6.00 as Mr. Johnson stated. The \$4.29/ 1,000 gal. includes all taxes, water charges and the CAGR Fee. We used 8,632 gallons of water last billing and our total bill was \$37.04 = \$4.29/ 1,000 gal.

2. Mr. Johnson made a resolve to have water delivered so no one would be without water. He made the statement about his children's Road Runner Water Delivery business charging \$12.00 per 1,000 gallons and how it will save people time and money. His statement is specific to only the people who were already using a water delivery service and yes they will save if they were paying more some here else. What this statement does not include are all of the customers that haul their own water with their own water trailers to save delivery charges and to economize water charges and budgets by doing so themselves. Not re-instating the standpipes service and utilizing his daughter and sons Road Runner Water Delivery Service will about triple (3x) our current water bill at the delivery rate of \$12.00 per 1,000 gallons as referenced in item #1 above. This goes for just about everyone who was not using a delivery service prior to the standpipe shut down. Further, it takes us about 15 minutes to drive to the standpipe, fill our water trailer

Arizona Corporation Commission

Utilities Complaint Form

with 1,000 gallons of water and return home, round trip. In mileage and fuel expense I use about 1/3 of a gallon of fuel per load or about \$0.93 cents in fuel. So our cost to haul our own water is \$5.22 per 1,000 gallons. The time element is minimal so I actually enjoy hauling our water and it is just part of our life style here. I do not include maintenance and wear and tear on my vehicle because the expense is already accounted for in my business.

3. Mr. Johnson and his attorney Mr. Crocket were attempting to parallel the time line for the installation of the water lines to each resident and or to repair the standpipe to approximately the same timeline in and around 3 to 6 months. In our living area alone an estimated 5.5 linear miles or roughly 29,000 linear feet, there are 250 lots and this accounts for about half of what Johnson Utilities will have to install and to place into service. In our area alone Johnson Utilities will have 29,000 linear feet of trenching and water lines installed down only 6 of our roads/streets, making connections into the mains, trenching under roads to run piping and water meters to each of the 250 properties in our area. They are stating they can do this in the same timeline they can repair the standpipe. This is the same standpipe that is located in one 10' x 10' building and no digging required just pipe work... This is the same pipe work the Commission staff said Johnson Utilities dismantled in just four days. Mr. Johnson's excessive timeline to repair the standpipe in comparison does not make sense. We were told by Mr. Johnson's son that prior to making any final connections to homes they will need to solve the water pressure problem they already have in this area. Previous customers have already had their plumbed water service from Johnson Utilities cut off in our area because of the water pressure issues. Now forced to haul their water too. Correction, have their water delivered too.

4. In reference to the new service of water lines Mr. Johnson proposed at the open meeting he will connect each property to. He has failed to tell the end users, being all of the standpipe customers how much it will cost each of us to do so. We have only been told they will be completing each installation of piping in 'zones' and each zone limit is \$50,000 in cost. We do not know how many zones there will be and that our final installation cost will depend on how many properties there are per zone. Mr. Johnson and Mr. Crocket sat at their table 'guessing' at timelines which was rather apparent. Being a project manager in the construction business you do not start a job without knowing how much it will cost and how long it will take to complete.

5. Mr. Johnson made reference that the last vandalism to the standpipe in March of this year took two months to repair then later said three months. It actually took Johnson Utilities three weeks to purchase a new computer touch pad and install it. All standpipe users have previous water bills that support this timeline. From past performance we know Johnson Utilities could have the standpipe open for usage within a few weeks worse case. Order the CPU and perform piping repairs while it is on order.

6. Mr. Johnson stated that they had a second vandalism after the first one the end of July, 2015 where someone tried to break through the wall of the shed that houses the pipe work and check valve for standpipe usage. There has been damage to the outer wall of the shed for years. We figured someone ran into it with their vehicle turning around. He used this reason as to why he ordered the piping removed in fear of someone poisoning the water supply. This was news to everyone at the open meeting. Where is the documentation, police report and pictures of this incident?

7. Mr. Johnson and Mr. Crocket made reference to the distances of the other standpipes in straight line miles. 26 miles round trip to Florence standpipe and 38 miles round trip to Apache Junction standpipe. Mr. Crocket went on to generalize that we, the standpipe customers live in a rural area and that we are all used to driving distances to go somewhere. Twelve to fifteen years ago that was more the case. Between 2000 and 2013 Queen Creek and San Tan Valleys population grew 814.7%, the second fastest growth in Arizona during this time frame. Sarcastically, Mr. Crocket may be surprised to learn that we even have a couple of schools for our kids now and a McDonald's... Queen

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Creek/ San Tan Valley are developed areas and provide a magnitude of amenities to support our day to day lives. Most of the population here in Queen Creek/San Tan Valley only travel within a few miles or 5 to 10 minutes to reach our local stores etc.. Generalizing that we Podunk's have nothing better to do then to drive 30 to 40 miles to get water is rather insulting when we only had to travel minutes before the shutdown. It only adds insult to injury not to mention the excessive increase in costs to obtain our water supply.

8. We purchased our home here three and half years ago. Prior to the purchase we had to confirm we could get water readily, easily and reasonably inexpensive. Our home purchase came with a 1550 gallon water holding tank and a water trailer because of the necessity to haul and store our own water. The standpipe was the only answer and its twelve year existence confirmed our fears of being able to attain our water supply. After we purchased our home we set up service with Johnson Utilities. The first line on the on-line form reads: Johnson Utilities Standpipe is intended for Residential use only. What else needs to be said Mr. Johnson? Duane and Kimberlee Coleman

Notes:

Date:	User:	Submitted By:	Note Type:
8/20/2015	Michael Buck	Telephone	Investigation

Docketed and noted for the record.
