

ORIGINAL



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Jennifer Bontrager

From: Karen Christian <stvsafewater@icloud.com>
Sent: Monday, May 09, 2016 8:00 PM
To: Jennifer Bontrager
Subject: Re: WS-02987A-16-0017

Andy messaged me if I had ever sent something to him today. This is a letter written by one of the standpipe users for Johnson Ranch...she only copied to me in a phone message, not from her original email. But I will paste it here for him. Please show him this. Thank you...Karen Christian (since then, last week her and Shawn, and other users who had paid deposits all received a letter from Johnson Utilities and a refund check ("plus 6% interest) back stating not enough had signed up, so no further installs at this time of main water lines to their homes...just another fyi....

Hello Trisha

I am sending this email on behalf of my husband Shawn Simpson and myself. We have paid our deposit and it appears that there is no line installations going on anymore. I have heard that Mr. Johnson had stopped putting lines in because only 6 people have paid deposits. My concern here is that the community as well as the ACC were promised regardless of how many people signed up that water would be run to every property out here. So now I question then, why has he stopped?
I have spoken to many people in the community and every single one of them wants to hook up to water, however being concerned with empty promises they absolutely will not pay anything until those water lines are in front of their properties. Perhaps communication between the company and customers would play a vital role in this process?

As far as our situation, we need water and we need in now. Our tax return this year was spent keeping our home from going into foreclosure after trying to keep up with our water needs. We have a shared tank with the cost being split between us and one other person. Our summer water hauling fees as compared to the last two summers is estimated to cost us around \$800.00 per month. We absolutely cannot afford this and a price increase would be detrimental on our family.
We need communication from Johnson Utilities. If the company no longer intends to install water lines as promised then we need to know this. If the ability to hook up to water is not in our very near future then my husband and I need to consider letting our house go and begin looking for somewhere else for our family and rescue animals to live.

All I ask is for the company to attempt to put themselves on our shoes both financially and emotionally. The last almost 9 months has been devastating financially and has brought an immense amount of stress on us ad we are constantly having to worry about whether or not we can continue to provide for our children our pets and our home. This situation we have been put in is not something I ever even thought could happen here in America, it's almost as though we are living in a 3rd world country sadly.

I would like to add that of the company is no longer planning to install water lines then without a doubt the standpipe should be made operable again. I know that Roadrunner Transit cannot be making a profit nor even recovering flat cost to haul water at \$16.00 per 1000 gallons so that tells me that a price increase will have to happen and again we just cannot afford it.

We need help and at the very least we deserve honest communication.

Thank you

Shawn and Amy Simpson
29998 N. Meadow Lane

Shawn 480 980 8673
Amy 480 677 9423

Arizona Corporation Commission
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MAY 10 2016

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AZ CORP COMMISSION
DOCKET CONTROL

On Apr 14, 2016, at 04:31 PM, Jennifer Bontrager <JBontrager@azcc.gov> wrote:

Hi Karen,

I cannot seem to find your phone number. Can you please send it to me.

Thanks

Jennifer

Jennifer Bontrager

Executive Assistant to Commissioner Andy Tobin

Arizona Corporation Commission

1200 W. Washington

Phoenix, AZ 85007

(602) 542-3629

jbbontrager@azcc.gov

From: Karen Christian [mailto:stvsafewater@icloud.com]

Sent: Friday, April 08, 2016 10:09 AM

To: Tobin-Web <Tobin-Web@azcc.gov>

Subject: Fwd: WS-02987A-16-0017

Andy,

Please see attached. I filed this to docket a few days ago (still isn't showing). As I stated to you personally, there is much to be decided by the commission, not just in the Swing First Golf Case, but also with the standpipe people who have been extremely let down by the promises made last year. I've advised those I hear from that they still need to file to the docket (even though it's been closed) a request to reopen that as well, or open a new one. They are highly inconvenienced, and the promises of water delivery 24/7 has now gone by the wayside. (This was to be from JU's "affiliate" company, Roadrunner Transit (owned by his 2 children Barbara and Chris Johnson). Folks are now being told they must wait up to 6 days for water! This is unacceptable. I firmly believe that JU is ultimately responsible to deliver water to them, not only due to the "applied contract" in which account numbers were issued for the standpipe years ago, and to which they had ongoing access up until last summer. The area is in their CC&N, and they have a responsibility as a public service utility to service the entire area. Not to expect the rurals to drive 20 miles to haul their own water. Many of which have no water hauler capabilities. Thanks for listening. I'd like to try to setup a meeting with you one morning within next couple weeks if possible. My work schedule thru the end of the month is 12:30-9pm M-F. So it would have to be early enough that I can get back home in time to work. (I work from home). Thanks again for your time and consideration in helping not only the golf course community, but also the rural community.

PS: I found this from court case...I shared it online and someone already put it into their complaint on SFG docket, but would like to remind the ACC of this: "The Arizona Supreme Court has long determined that "a public service corporation is under legal obligation to render adequate service impartially and without discrimination to all members of the general public to whom its scope of operation extends." Veach City of Phoenix, 102 A r i z 195, 427 P.2d 335 (1967) citing Wickenberg v. Town of Sabin 68 Ariz 75, 200 P.2d 342 (1948). That the failure to provide adequate service to the community constitutes a clear violation of this legal requirement."

Karen Christian

Begin forwarded message:

From: Karen Christian <stvsafewater@icloud.com>
Date: April 04, 2016 3:05:39 PM
To: Jenny Gomez <jgomez@azcc.gov>
Subject: WS-02987A-16-0017

PLEASE SEE ATTACHED, AND ADD TO DOCKET. THANK YOU. I am in support of Swing First Golf's Formal Complaint against Johnson Utilities. Thanks Jenny. This was too large to submit electronically online.

Karen Christian