

WS-02987A-16-0017

ORIGINAL



0000170423

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Opinion Date: 5/17/2016
Opinion Number: 2016 - 131603 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date: 5/17/2016 10:47 AM

First Name: Karen Last Name: Christian Account Name: Karen Christian
Address: <<< REDACTED >>>
City: San Tan Valley State: AZ Zip Code: 85143
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Johnson Utilities L.L.C. dba Johnson Utilities Company Division: Water*

Nature Of Opinion

Docket Number: WS-02987A-16-0017 Docket Position: For

Reply to Mr. Brad Cole's reply to wrongly filed email to this docket. I want to first begin by setting the record straight in the filing of the email sent to Commissioner Tobin's office and filed to this docket in error. I apologize to Swing First Golf and their attorney, as well as Johnson Utilities and their attorney's, as I had no intention of wasting anyone's time. The subject line was from a reply to the Administrative Assistant asking for my phone number, which had this docket number on it. Someone from staff added it to this filing, however if it had actually been read, they would've seen the error. As for the rest of Mr. Cole's comments regarding me personally, I can only state this is not some "disdain" as they claim, and I am the furthest thing from a "rabble rouser." I'm a person who cares for my community. Simple as that. I am fully aware of Administrative Code definitions as well. As a customer in a regulated utility service area, I have the right as an American citizen to go to my elected officials with any concerns I may have. Telling this regulatory agency that "all communications from her should be held with suspect," looks as an attempt to sway the very agency that is elected by myself and the rest of the citizens of Arizona, to not listen to the customers that are under the monopolistic entity of this water utility being regulated by that agency. I will not go into the other insults in the reply. Suffice to state it is very unprofessional coming from a public service provider toward customers. It is my hope that one day, for those of us reaching out because we care, that the company will recognize we aren't the enemy to be attacked in docket filings or their newsletters, just because we see a perceived injustice, or express concerns. We are ratepayers (customers) first, and human beings who care and want to see fair dealings with the public the utility holds a CC&N to service. I don't believe that's asking too much. Karen Christian Co-founder of the original San Tan Valley Safe Water Advocates

Date: 5/17/2016 Analyst: Michael Buck Investigation Submitted By: Telephone Type: Investigation

Entered for the record and docketed. Closed.

Arizona Corporation Commission
DOCKETED
MAY 18 2016

DOCKETED BY *[Signature]*

RECEIVED
AZ CORP COMMISSION
DOCKET CONTACT
2016 MAY 18 AM 10 15