

WS-02987A-16-0181



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ORIGINAL Arizona Corporation Commission
Utilities Complaint Form

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Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 6/17/2016
Opinion Number: 2016 - 132373 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date: 6/17/2016 8:55 AM

2016 JUN 24 A 11:11
AZ CORP COMMISSION
DOCKET CONTROL

First Name: Michelle Last Name: Bullard Account Name: Michelle Bullard
Address: <<< REDACTED >>>
City: Queen Creek State: AZ Zip Code: 85142
Email: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: WS-02987A-16-0181 Docket Position: For

Reference to docket # WS-02987A-16-0181: I attended the open meeting on August 18, 2015 in which Johnson Utilities (JU) and George Johnson, himself, stated that he would RELIABLY and in a TIMELY MANNER, SUPPLY POTABLE WATER at a REASONABLE, CONSISTENT, AFFORDABLE price to the resident who live South of Hunt Hwy and formerly relied on the standpipe for their household water source. This has NOT been what I experienced. The price of Road Runner Transit (RT) water delivery services had gone up from \$12/1000 gal to \$16/1000 gal within a short period of time. Originally when ordering from RT you could count on next day - sometime even same day - delivery. Then, all of a sudden, without warning, they were scheduling delivery for 5-7 days out, leaving residents in a panic to try to find an alternative to provide this LIFE SUSTAINING Resource. This is NOT a service to be taken lightly! We need to have access to a clean, reliable, affordable source of water - 24 hours a day, 7 days a week. I urge you to mandate that the standpipe be reinstated immediately. The residents of this community were self sufficient, or made arrangements to have water delivered to them by a reliable company, without incident prior to the standpipe closure. The installation of water lines to our community (as promised by JU) at large, has ceased. There have been a few homes that have received water lines. The rest of us are still forced to rely on others to provide the water to our homes, families, pets, livestock and gardens/fruit trees/Landscaping . We are down to two companies (to the best of my knowledge) that deliver water to our community. I have trust issues with one, and the other is more than twice the price of the un-trusted company to deliver. We have no good options! Again, PLEASE, I urge you to mandate that Johnson Utilities acts in good faith and re-installs and opens the standpipe for the rural residents in this community and MUST continue to provide SAFE, CLEAN, RELIABLE, CONSISTENT, AFFORDABLE, ACCESSIBLE, LIFE SUSTAINING WATER 24 HOURS A DAY, 7 DAYS A WEEK. Thank you ,Michelle Bullard

Investigation
Date: 6/17/2016 Analyst: Jenny Gomez Submitted By: Telephone Type: Investigation
Noted and filed for the record in Docket Control. Closed

Arizona Corporation Commission
DOCKETED
JUN 24 2016

DOCKETED BY *[Signature]*