

WS-02987A-16-0181

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Arizona Corporation Commi:
Utilities Complaint Form



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Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 7/14/2016
Opinion Number: 2016 - 133043 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 7/14/2016 11:50 AM

First Name: steve **Last Name:** pratt **Account Name:** steve pratt
Address: <<< REDACTED >>>
City: San Tan Valley **State:** AZ **Zip Code:** 85143
Other: <<< REDACTED >>> **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

The ACC should hear Mr. Myers complaint immediately. San Tan Valley deserves ACC oversight of private utilities operating under an ACC-issued Certificate of Convenience and Necessity. Johnson Utilities is obligated to provide Necessary services which are Convenient. Last year JU made the unilateral decision to dismantle the local standpipe in favor of placing water lines to community members. This promise formed the basis for closing the docket associated with the illegal termination of service. The promise has not been fulfilled. JU claims that San Tan Valley residents can obtain standpipe access in Apache Junction or Florence or have water delivered by Roadrunner Transit. This is not Convenient and adds unnecessary costs. In the conversation transcript provided by Mr Myers it appears that Chris Johnson makes determinations about which customers get water lines installed only after getting the go-ahead from his sister, an owner of Roadrunner Transit, an unregulated water hauler JU wants apparently to direct business to, Brad, and Chris' father. Utility services should be provided on a non-discriminatory basis (some residents did get water lines installed for little or no cost to the customer). JU should not be taking orders from Roadrunner Transit, Brad, or Mr. George Johnson on who should get utility service in the CCN service area. JU's claims of subsidy ring hollow in the face of discrimination. Two years ago JU tried to sell the company to Florence; under that deal it appeared customers would be required to pay off an additional \$100+ Million while getting zero additional infrastructure. Line extensions were promised. The standpipe should be made operational immediately. The CCN should not be allowed to be used as a Commercial Weapon in the community to benefit affiliates of the owners of JU (e.g. see JU's response in the Swing First Golf complaint where the company says it is using a failure of the golf course during negotiations to secure effluent rights as commercial leverage - the golf course must now pay the piper). JU states that safe, reliable, and adequate standpipe service can be and is provided in Apache Junction and Florence. If JU is not fit, willing, and able to do likewise for San Tan Valley, the ACC needs to find another fit, willing, and able provider to transfer the CCN to. As in the Swing First Golf complaint and companion standpipe dismantlement complaint, JU's conduct in all of these matters cries out for an ACC-initiated Management Audit of the company to determine why best practices benefiting the public are not followed. Thank you.

Investigation

Date: 7/14/2016 **Analyst:** Roxanne Best **Submitted By:** Web Submission

Type: Arizona Corporation Commission Investigation

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Comments noted for record and docketed. Closed.

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