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Arizona Corporation Commis:
Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 7/25/2016
Opinion Number: 2016 - 133400 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date:

First Name: Julia Last Name: Graham Account Name: Julia Graham
Address: <<< REDACTED >>> City: San Tan Valley State: AZ Zip Code: 85143
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>
Arizona Corporation Commission
DOCKETED
JUL 26 2016

Company: Johnson Utilities L.L.C. dba Johnson Utilities Division: Water*
Stephanie Poulin Phone: <<< REDACTED >>> Email: <<< REDACTED >>>
DOCKETED BY [Signature]

Nature Of Opinion

Docket Number: WS-02987A-16-0181

Docket Position: Against

This is in regards to the water problems we are experiencing with Johnson Utilities. We haul our own water and have since been forced to get our water in Florence which is 30 miles one way away from our home. This in itself has caused a hardship. Not only is the distance not convenient but the chance of not being able to get water from Florence is a tremendous hardship. That reality has happened to us in the last few days. We went to get water on July 23rd, 2016 and the hose had been cut. We couldn't get water due to it not being long enough to insert in our tanks so my husband, Steven, had to drive all the home without getting a drop of water. We were very low on water and it wouldn't last us another couple of days. He went this am, July 25th, 2016 and it was another fail. Hose was still not repaired. He had tried to call the emergency number but apparently it only works Mon. thru Fri. He called them this am, July 25th, 2016 to inform them AGAIN that the hose was cut. He actually got a human being this time. They told him as soon as the workers get in at 7:30am they would be notified. That's well and fine and definitely a good thing for water haulers that have to drive 30 miles one way to get their water. My husband works long hours at his job so getting water during the week just isn't convenient considering he drives a cement truck then comes home exhausted from the day, especially in this heat. He works every other Sat. as well so that's another day he doesn't get water. Now if Johnson Utilities hadn't shut down the standpipe to his customers then it wouldn't have been a problem to get a load of water after work. That standpipe was only a mile from our house. Johnson had promised that the standpipe would always be there for our use. So much for that promise. We all deserve a steady supply of water and I don't understand his reluctance to do this. He's made it near impossible for the water haulers to hook up to his promised water lines. I have the lines running along our street but we can't afford the high hook up fees to hook up. His promise of \$500 down and payments over a couple of years to pay off the rest has been taken off the table. We were never notified of this. He shut down the standpipe in the summer of 2015. People and their livestock and pets were put in a seriously deadly bind by his actions. Thank God Florence was available to us. This inconvenience has taken quality time away from our family. We now are consumed with having to get water from a pipe much farther away. Please help us in this matter. We aren't being unreasonable. We all have a right to good, quality and accessible water. This summer has been brutal so far and if we all can't get reliable water reasonably then I'm afraid humans and animals alike will suffer greatly. People with livestock, including myself, now have to worry whether they can maintain themselves and their animals. I feel that we aren't important enough customers to deserve consideration. Thank you. Julia R. Graham

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WS-02987A-16-0181

Arizona Corporation Commission Utilities Complaint Form

Investigation

Date:

Analyst:

Submitted By:

Type:

7/25/2016

Richard Martinez

Telephone

Investigation

Filed for the record and filed in Docket Control.
