

ORIGINAL

ACC-000003-17-0062

OPEN MEETING AGENDA ITEM



0000180426

Patrick Maloney

From: Bryan K McCoy <bryan.mccoy@century21.com>
Sent: Monday, June 12, 2017 4:42 PM
To: Tobin-Web; RBurns-Web; Forese-Web; Dunn-Web; Little-Web
Subject: Request for Audit of Johnson Utilities
Attachments: LetterToCorpComm2017.pdf; JohnsonUtilities_FacebookPost.pdf; JohnsonUtilities_Norma Black.pdf

Please find attached a letter from the San Tan Valley Chamber of Commerce requesting a 3rd party audit of Johnson Utilities. Feel free to reach out to me with any questions.

Thank you,
Bryan

--

Bryan K McCoy
Chairman of the Board

San Tan Valley Chamber of Commerce
2510 E Hunt Highway, #24
San Tan Valley, AZ 85143
www.santanchamber.com

Arizona Corporation Commission

DOCKETED

JUN 13 2017

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Arizona Corporation Commission
Tom Forese, Chairman
Bob Burns, Commissioner
Boyd Dunn, Commissioner
Doug Little, Commissioner
Andy Tobin, Commissioner

June 12, 2017

Dear Commissioners,

The San Tan Valley Chamber of Commerce tries to be responsible to the needs and concerns of the citizens in our area. The indictment of George Johnson, Gary Pierce, et al. has been the talk of the town out in the area known as San Tan Valley ever since it came down last month. In that time, there has been a lot of discussion about George Johnson and Johnson Utilities and the frustrations that San Tan Valley residents have with the company and the unexplained fluctuations in their water bills. After hearing several specific examples, we started to wonder how many other people had similar experiences. The Chamber put up a post on Facebook to ask people about their experiences.

Attached you will find comments and requests from customers of Johnson Utilities questioning the validity of the erratic fluctuations of their monthly water bills received in the first 48 hours that the post was up. Many people had called Johnson Utilities and asked for explanations and were given the standard 'you have a water leak'. Several people had plumbers out to find the leak and could not find one.

The inexplicable rate hikes of the San Tan Valley residents' water bills makes one question what is really happening. Based on these factors, I would like to formally request that the Corporation Commission appoint an independent 3rd party to audit the Johnson Utilities billing processes and procedures to determine why the billing fluctuations occur. This can put to rest the questions and fears of the STV residents about the erratic fluctuations in their bills. If Johnson Utilities has nothing to hide, then this should not be an issue.

This letter is also being mailed to the Arizona Corporation Commission. Here is a link to the facebook post:
https://m.facebook.com/story.php?story_fbid=880398588765105&substory_index=0&id=200218846783086

Sincerely,

Bryan K McCoy
Chairman of the Board

San Tan Valley Chamber of Commerce
2510 E Hunt Highway, #24
San Tan Valley, AZ 85143
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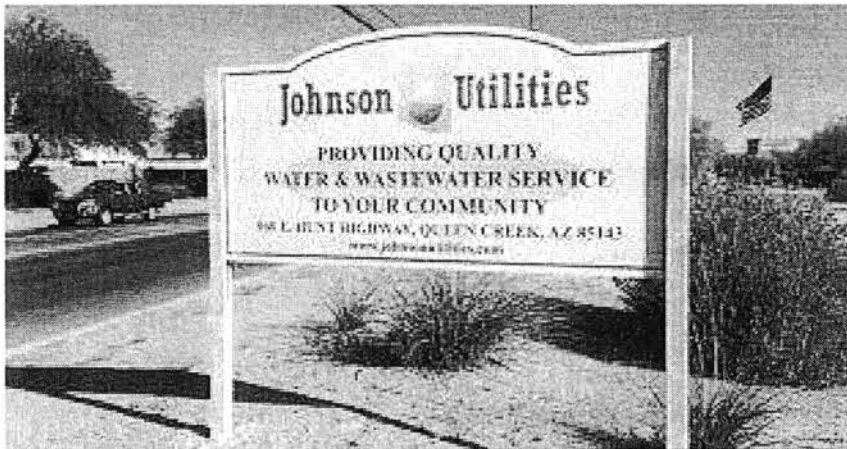
San Tan Valley Chamber of Commerce

Published by San Tan Chamber · June 10 at 7:08am ·

The Chamber of Commerce has been asked billing questions with regards to Johnson Utilities many times in the past. We have always advised individuals to call Johnson Utilities directly as we have no knowledge or access to that kind of information.

One questions that has come up frequently this year is why a homes water bill has 6,000 gallons of usage one month, then jumps to 18,000 gallons the next month, then back down to 6.000 gallon and back up to 18,000 gallons a couple of months later again? Are you experiencing this type of fluctuation in your water bill with no change in your homes normal behavior?

Please keep all comments factual and void of personal attacks. We are are only asking to give individuals an opportunity to see if there is a reason this type of fluctuation is happening. Have you experienced any change in your water usage bill?



9,474 people reached

Boost Post

Like Comment Share

Betzibeth Ureña Ramos, Cara Klawiter and 32 others

Chronological

28 shares



Kelly Lewis Patterson Our bill this month jumped to 20k gallons. We have always stayed within 9k to 11k. Plus we were gone 2 weekends in the month of May.

Like · Reply · Message · 1 · June 10 at 7:20am · Edited



Crystal SmithMiller Yes, my family has absolutely experienced this! We have been in our home for almost 10 years and although it is not currently something we are dealing with, we have had this happen in the past. We were told that we must have a leak somewhere, but after a few months our bill returned to normal, no leak detected or fixed.

Like · Reply · Message · 2 · June 10 at 7:41am



Ashley Lloyd We have. We put a pool in last June. We filled it, paid extra in advance knowing we were using more water. Our bill did not reflect this. It did fluctuate but like stated above and we had to pay accordingly. Ask any JU customer, all bills show a years worth of usage, never reflective of the season.

Like · Reply · Message · June 10 at 7:46am



Todd Hubbard I am pretty sure I know why there are the fluctuations, but I do not know how to prove it

Like · Reply · Message · June 10 at 7:50am



Laura Cameron Wipfler Will you share your theory?

Like · Reply · Message · June 10 at 8:14am



Todd Hubbard Meters getting worn out and full of mineral build-up. Air stuck in them and they free spin. It's a known problem in the industry but info on it is very hard to get hold of

Like · Reply · Message · 1 · June 10 at 8:17am



Paul Price I work for a water district. As far as meters they are actually more likely to reflect less than more as they wear out. This is why a water company changes them out

Like · Reply · Message · June 10 at 9:58am



Todd Hubbard I know that

Like · Reply · Message · June 10 at 10:37am



Todd Hubbard <http://www.ita.upv.es/idi/descargaarticulo.php?id=54> Very little info about meter inaccuracies.

Like · Reply · Message · June 10 at 10:56am



John Ohlund I wonder if they only read the meter every quarter or six months and average your bill. Then when it comes time for the next meter read and it is below what they estimated they have to charge you.

Like · Reply · Message · June 10 at 12:42pm



Todd Hubbard I check my meter and it is always read accurately. I count myself as lucky

Like · Reply · Message · June 10 at 1:26pm



Write a reply...



Cindy Clark Yes we have. Our bill will be around \$100 one month the \$60 the next

Like · Reply · Message · June 10 at 8:22am



Carole Sue Davis McNutt We always dread opening our bill. The fluctuation is amazing. When we call, they are at a loss to explain.

Like · Reply · Message · June 10 at 8:30am



Chad Boothe Our bill went from around \$90 a month to \$207 a few months ago. We did add some watering to our garden and grass but that is only watering about 10 minutes a day total. I don't think it should have more than doubled. Last month it was back down to \$130 so I'm not sure what's going on but that's questionable to say the least.

Like · Reply · Message · 1 · June 10 at 8:32am



Chad Boothe Heather Oakland Boothe Lauren Vankirk

Like · Reply · Message · June 10 at 8:35am



Lauren Vankirk I haven't experienced this flux yet 🙄 waiting for the faithful day

Like · Reply · Message · June 10 at 8:36am



Write a reply...



Mike Ott Yes, happened to us just last month. Our normal usage is 4-5k/mo. Jumped to 9k last month, now down to 6k this month. I checked my meter to see if it was moving while all water was shut off and it wasn't moving. Didn't bother calling because as we all know how wonderful their customer service is 🙄

Like · Reply · Message · 1 · June 10 at 8:46am



Jean-Paul Hellendall What happened with him going to court?

Like · Reply · Message · June 10 at 8:52am



Penny Maas Over the last 11 years...yes. Bills went from 80 to 130 and when asked why, was fed a line of bs. Wasn't watering grass either. And have less people in the house...it's always been suspect and now it's hopefully finally getting dealt with

Like · Reply · Message · June 10 at 9:05am



David Taylor Yes. My bill jumped to 30,000 gallons on month! That's an Olympic swimming pool! They said "you have a leak somewhere. My house would have been floating like in poltergeist! I couldn't deal with them or the HOA nazis so I have moved since but really? I'm glad he is being held accountable finally!

Like · Reply · Message · June 10 at 9:08am



Janey Robinson Ramirez Yes, no major changes in water usage (other than one month a year when we sometimes drained and refilled the pool), but bill fluctuated dramatically over the years.

Like · Reply · Message · June 10 at 9:35am



Jodi Schlaefer-Slupski Trinity Cole

Like · Reply · Message · June 10 at 9:36am

Jodi Schlaefer-Slupski So 50,000 people have leaks lol. That is their go to.



Like · Reply · Message · 3 · June 10 at 9:37am



Mj Magurany I take care of 50 homes in Johnson Ranch. At least one of my clients a year experience a huge bill. There are no leaks in the house or watering system. They call JR Utilities and never won the fight. Just had to pay the big bill.
Like · Reply · Message · June 10 at 10:08am



Mj Magurany You may also want to check out how many homes have flooded when JR Utilities turns on water to a home for inspection and there's a open valve inside the home. House floods and JR Utilities does not claim responsibility. They say the meter was not moving after the guy turned it on. BS. It was spinning!! Happened to me on one of the first homes I sold.....

Like · Reply · Message · June 10 at 10:11am



Sandra Reyes Ramirez My bill jumped by 11,000 gallons. Seriously there were less people in my home when it jumped. When I went to pay bill I asked about it and was told you might have a leak. It is impossible for them to claim that so may people's homes have leaks. Seriously I've been here 13 years and it's so frustrating to deal with this. Something needs to be done.

Like · Reply · Message · June 10 at 10:32am



Ariana Lacy Austin Lacy

Like · Reply · Message · June 10 at 10:59am



Brenda Shillman Yes experience large fluctuations though I've turned off irrigation and house had 1/3 occupancy for over half the year.

Like · Reply · Message · June 10 at 11:05am



Ashley Aamot Yes! We had the water turned on in our new house for 5 days of the billing cycle and only lived in it 3 days and they said we used 12,000 gal. No one lived here before us either. No sprinklers on no leaking toilets. Now it's some charge I can't think of the name off hand but a lot of people complain about that one month it's \$10 next month it's \$30

Like · Reply · Message · 1 · June 10 at 11:19am



Keith Ortega Sounds like some of you could use a water compass from hypodoint!

Like · Reply · Message · June 10 at 11:22am



Darren and Renee Webster Yes, we just called as a matter of fact last month to complain about it and were told that the meter reader drives down the street and electronically communicates with the meters when parked in front of your house. I advised them that they must be pick... See More

Like · Reply · Message · June 10 at 12:08pm



Magdalena Iniguez We have that experience and I've called them. They tell me you might have a leak but this is every year I tell them it just high then drops a little then jumps higher again.. it impossible to use that much water and we don't even have a pool.

Like · Reply · Message · June 10 at 12:28pm



John Ohlund I wonder if they only read the meter every quarter or six months and average your bill. Then when it comes time for the next meter read and it is below what they estimated they have to charge you.

Like · Reply · Message · June 10 at 12:42pm



Miriam Vincent My bill went up 35.00 and I live alone, no leaks, don't know what is up with JU it keeps fluctuating every month.

Like · Reply · Message · June 10 at 1:19pm

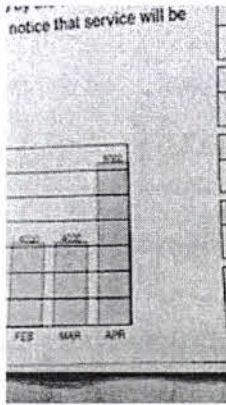


Karyn Curtis Castro This happened to me about 2 years ago. Bill is normally around \$100 but one month it was over \$200 for no reason. We do not have a lawn or pool. And if anything our usage had decreased for that month since kids were away at camps.

Like · Reply · Message · 1 · June 10 at 1:19pm



Brian Tils This has happened more than once to us. When we called and questioned, they pretty much insisted that we had leaking toilets or a leak somewhere in the house. We built our house 12 years ago. I've never had a leak.



Like · Reply · Message · 1 · June 10 at 1:29pm



Ladona Stathopoulos Yes my bill went from \$99.00 to \$198.00 the next month no changes no leaks!

Like · Reply · Message · 1 · June 10 at 1:45pm



Denise Robinson Our bill last month went up by \$100.00. Usage showed that it doubled. No leaks and nothing changed.

Like · Reply · Message · June 10 at 1:46pm



Eric Horn My wife and I will have to find some old bills. Same issues here

Like · Reply · Message · 1 · June 10 at 1:48pm



Katie Folger Yes! My bill went from \$60 a month to \$125! And it's just 2 of us in the home. Absolutely insane

Like · Reply · Message · June 10 at 1:55pm



Katie Folger And got it checked and no leaks That's what they tried blaming it on but we had a professional come out

Like · Reply · Message · June 10 at 1:56pm · Edited



Write a reply...



Stephanie Saunders Bourlier-Schmutzler My bill was always seven or eight thousand gallons and for two months in July and August of last year with no change other than us being away for the beginning of July it jumped up to 14,000. I was told someone must be stealing our water which was not ... See More

Like · Reply · Message · June 10 at 1:56pm



Stephanie Saunders Bourlier-Schmutzler Sherry Byrom Shepard

Like · Reply · Message · June 10 at 1:58pm



Stephanie Saunders Bourlier-Schmutzler My bill was between 7 and 8000 gallons every month for 5 years and then in July and August of last year it jumped up to 14,000 gallons. I called and complained and was told we must have a leak or someone must be stealing our water which was not the cas... See More

Like · Reply · Message · 1 · June 10 at 2:02pm



Danielle Sanchez I normally use 9,000 gallons of water a month sometimes it shows less on my bill, it also jumped up to 14,000 one month with no difference in our usage. I didn't bother to call, they always say its a leak and still have to pay. I have no grass, and no pool.

Like · Reply · Message · June 10 at 2:05pm



Monet May This has happened to us once. It was 7-8000 consistently and then one month was 24,000. We called to ask what could have happened and they had no explanation. It was back down to 6,000 the next month but they said there was nothing they could do about the jump in usage and price

Like · Reply · Message · June 10 at 2:11pm



Natalie DeVore Last month our usage over doubled what its ever been the last 4 years we've lived here.

Like · Reply · Message · June 10 at 2:12pm



Sharon Specht My bill last month I thought was out of control. It was \$180.00. There is only two of us in our home. Then this months came in the mail and was \$280.00. We still only have two of us. I don't know if this is some high end water shipped in from Fiji or why it could be so outrages. After all the problems we have had on the past and now to pay that much for water is a rip off.

Like · Reply · Message · 2 · June 10 at 2:18pm



Colette Dixon I have had this happen once they told me we had a leak. But the next month my bill was back to normal. Well if I had a leak it would have been the same because we didn't fix any leaks.

Like · Reply · Message · 2 · June 10 at 2:22pm



Carrie Proctor Same thing with us. They said we used 110,000 gallons of water in 1 month.

Like · Reply · Message · June 10 at 2:29pm



Carrie Proctor Next month bill back to normal. Not 1 leak.

Like · Reply · Message · June 10 at 2:29pm



Colette Dixon Yeah we have lived here 7 years and our bill has always been 70.00 or so and jumped to 134.00 yeah and then they had the nerve to turn the water off on us even know we were never late. Pissed me off.

Like · Reply · Message · June 10 at 2:30pm



Write a reply...



Victor and Alisha Gamboa Happened to us. Water usage jumped to 32k gallons. No pool, no leaks, no changes. JU came out to check the meter and told us it was fine and someone probably stole water from us. Next month bill was back to normal and we didn't have any changes. We tried to argue the bill with JU but ended up having to pay it because we were threatened that our water would be turned off. They didn't care or listen to us.

Like · Reply · Message · 1 · June 10 at 2:27pm



Carrie Proctor We were once billed for 110,000 gallons of water for 1 month. Their only explanation....you must have a leak. A leak of that size would have flooded my whole street. We had a licensed plumber come out and not one leak. Nothing wrong.

Like · Reply · Message · 1 · June 10 at 2:28pm



Sarah Smith Wood My usage was the exact same amount as the prior month, which is not humanly possible! I was told directly in their office that they don't always read the meter they will average it out and read it physically every couple months and we would see adjustments to our usage and bill at that time. What a joke!

Like · Reply · Message · June 10 at 2:32pm



Curtis Robinson I think it's time you guys started a neighborhood monthly meter reading group. Don't take their word for it.

Like · Reply · Message · June 10 at 2:32pm



Nichole Brandenburg Our usage was the same for our first year at 8-9000 gallons per month then last month jumped to 24,000 gallons, everything and then some checked and no leaks anywhere. Blamed it on my neighbor because he has a pool. Offered video surveillance proving no one stealing my water and was told to pay the bill or we get shut off. Next month down to 6000 gallons and we have never been that low.

Like · Reply · Message · June 10 at 2:46pm



Tara N Bressler Our bill has been over 200.00 the last three months...The fees they've been adding to our bill equal more than our water bill.

Like · Reply · Message · 1 · June 10 at 2:47pm



John Herring Yes

Like · Reply · Message · June 10 at 2:53pm



Betzibeth Ureña Ramos Yes we have

Like · Reply · Message · June 10 at 3:14pm



John Martellotta Ours jumps up a few thousand gallons as well every few months we know that our water usage is consistent. Also we pay more for sewage than our water itself. How is that? We are a very water conscience family and aware of everything we do.

Like · Reply · Message · 2 · June 10 at 3:17pm



John Kinnard Our bill has doubled the last few months and we have no leaks in home or in irrigation. Lived in same house since 2011 with same number of people.

Like · Reply · Message · June 10 at 3:25pm



Jennifer Morgan We have experience high bills as well..

Like · Reply · Message · June 10 at 3:47pm



Frances Adair Wood Us too!

Like · Reply · Message · June 10 at 3:54pm



Isabel Gutierrez This company has a history, why aren't you going to your council or community leaders?? Once you put pressure on elected officials they put pressure on companies There seems to be a history, start making calls one

person is only annoying a group will make a difference.

Like · Reply · Message · 1 · June 10 at 3:59pm



Rebecca Carpenter This company is privately owned by George Johnson. He is corrupt and doesn't care. San Tan Valley doesn't have a council or elected officials. The Corporation Commission has officials on it that were "allegedly" bribed by Johnson. So complaints will do no good.

Like · Reply · Message · 14 hrs



Write a reply...



Amanda Lacour-Shepard Yes! I've never had to pay over 90\$ (except once for filing up a pool) in over 3 years of being a stv resident and all of a sudden this past month it went up to \$180!

They keep adding fees that are not explained anywhere and that are so much higher than the actual water bill

Like · Reply · Message · 1 · June 10 at 4:07pm · Edited



Jeff Christ Same as everyone else, huge fluctuations. We're even gone a whole month and our bill jumped up about 10,000 gallons. They said we must have a leak. We didn't change a thing and the next month it went back down to normal.

Like · Reply · Message · 1 · June 10 at 4:15pm



Jared Stensen Yes we saw this exact fluctuation last month. It is becoming very frustrating dealing with Johnson Utilities.

Like · Reply · Message · June 10 at 4:17pm



Elizabeth Grover My water usage is only \$60 but the fees are over \$100 which we didn't have with city of Mesa water

Like · Reply · Message · June 10 at 4:21pm



Laurie Williams Us too

Like · Reply · Message · June 10 at 4:21pm



Brad Larson Yes been in stv since 2005 and every time I confronted them they would say I have a water leak and then the bill would go down the next month then back up

Like · Reply · Message · June 10 at 4:56pm



Mike Faust Yes! And so many other homes as well... I call JU they say it must be a leak.... Check everything and change nothing... Amazingly enough it's down again the next month!!!

Like · Reply · Message · June 10 at 5:05pm



Heather Fisher Brittany Lane did this happen to you?

Like · Reply · Message · June 10 at 5:19pm



Brittany Lane Yes, an extra \$100.00

Like · Reply · Message · June 10 at 5:20pm



Katie Pardo Yes!!! One month it can be \$60 and another \$90 with no change in our usage. They have been in trouble so many times and nothing is done about it. Maybe this time will be different

Like · Reply · Message · June 10 at 5:31pm



Heather Taylor Yes, I have seen a change in my water bill. Nothing has changed in my household. It is subtle but I noticed.

Like · Reply · Message · June 10 at 5:34pm



Megan Almodova Yes, we see large fluctuations between months 8000 then 11000 then back down to 8000. It jumped to 15000 one month. We are very conscious of our water usage so it has been a struggle to understand how it jumps so much. I am also questioning the water and sewage fees on their high amount. Why are they so high? Thank you for the opportunity to share.

Like · Reply · Message · June 10 at 5:59pm



Christine Reichart-McCarthy Happens to me every October and November!

Like · Reply · Message · June 10 at 6:04pm



Renee Wayne Christensen Yes we have too

Like · Reply · Message · June 10 at 6:09pm



Liliana Santana Orta Yes. Our bill was higher than usual in April and May.

Like · Reply · Message · June 10 at 6:18pm



Debra Lynn Pritchett I am terrified to open my water bill each month. It fluctuates so much with no change in usage, there is only 2 of us. No pool. We do not drink the water or wash cars etc. We are a one income household so we cannot afford such large water bills And they do not work with you at all. Pay or get shut off

Like · Reply · Message · 1 · June 10 at 6:20pm



Sherri Jones Yes up and down constantly and nothing is different at home. Outrageous fees

Like · Reply · Message · 1 · June 10 at 6:23pm



Susan Manca Chris Monica

Like · Reply · Message · June 10 at 6:27pm



Tiffany Cronin McGee I have just this month! Since 2011 I use 8-12000 gallons of water a month. May they claim I used 35000 gallons and I'm on track to be around 10000 again this month! They can't explain the spike at all! I have no pool no landscaping and had a plumber come and no leaks! My bill is \$200 more!

Like · Reply · Message · 2 · June 10 at 6:28pm



Shelley Walden When I had this happen they asked if I had a pool and when I said no, they said I must have. Leak somewhere

Like · Reply · Message · June 10 at 6:32pm



Tiffany Cronin McGee Ya the guy that came out was like idk idk that's just what the meter said! He has no answer at all

Like · Reply · Message · June 10 at 6:33pm



Shelley Walden of course that's what the meter says. Lol so annoying

Like · Reply · Message · June 10 at 6:36pm



Tiffany Cronin McGee Shelley Walden right!!!! I even said well I would have had to be running multiple hoses out to the street all day! That's over a 1000 gallons a day in 1 month! I said that is legit a pool filled w water and they just said idk I don't but that's what the meter said! Ohhh awesome... ummm well great idk either so not paying that

Like · Reply · Message · June 10 at 6:40pm



Shelley Walden it's so ridiculous!!

Like · Reply · Message · June 10 at 6:45pm



Write a reply...



Julie Howard Yes, our spiked last month from \$115 to \$175 no change in usage. Happens about 2 times a year and when i check with neighbors they say they see the same large increase in the same billing months as we have seen. When i complained i was told they could send someone to see if there is a problem with the meter but if nothings wrong with it would have to charge me a \$100 fee for checking it.

Like · Reply · Message · 1 · June 10 at 7:29pm · Edited



Jose Lopez I've never paid less than \$90

Like · Reply · Message · June 10 at 6:50pm

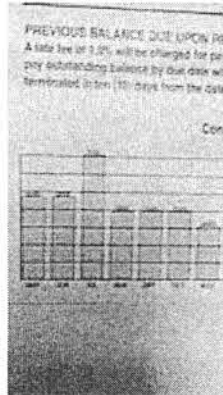


Erica Jenkins We've noticed a jump once a year for no apparent reason then go back to what we normally use the next month. Its happened in July 2015 so this past July 2016 we made sure and not do anything different or use any more water than the previous meter read and it jumped. I'm just gonna expect the jump regardless of what we do now. It doesn't seem to be anything were doing.

Like · Reply · Message · 1 · June 10 at 6:54pm



Erica Jenkins



Like · Reply · Message · June 10 at 6:54pm

[Write a reply...](#)

Mark Howard Yes my bill is never lower than 150.00 a month it doubles once to twice a year than back down has done this for years

Like · Reply · Message · June 10 at 7:01pm



Chris Peralta Melanie Peralta

Like · Reply · Message · 1 · June 10 at 7:09pm



Melanie Peralta I saw they were being investigated on the news. That happened to us ALL the time when we lived in San Tan Valley. When we moved and I called to shut off the water they told me I would have to continue to pay until they could send someone out to shut of... See More

Like · Reply · Message · June 10 at 7:19pm

[Write a reply...](#)

Steve Rodriguez Yes going from 7000-12,000 and even higher from there on. Having an \$80 monthly bill for years to \$120.00 Being told that I should stop emptying my pool and filling it up. When I don't have a pool or grass. 1800 square-foot home

Like · Reply · Message · 1 · June 10 at 7:14pm



Steven Morris Dang ours isn't even that high and I water twice a day for both drip system and grass 6 minutes each zone. You know I gotta keep my grass green and the best looking in my neighborhood Steve Rodriguez

Like · Reply · Message · 1 · June 10 at 7:47pm



Steve Rodriguez Steven Morris lol

Like · Reply · Message · June 10 at 7:50pm



Steven Morris I know I am when neighbors walk by and ask me how I do it haha

Like · Reply · Message · June 10 at 8:06pm

[Write a reply...](#)

Shye Spring Our bill went from \$80 with 6 people in the house four months ago \$90 in January, \$100 in February -May and then to \$150 in June with four people in the house. Makes a lot of sense.

Like · Reply · Message · June 10 at 7:37pm



Justin Corvelo It's a constant problem. When we call to ask about the inconsistencies they tell us we have a leak in our pool or a problem toilet. If that was the case, it would be high usage for several months in a row.

Like · Reply · Message · June 10 at 7:41pm



Sean Truelove Ha. They said the same to me.

Like · Reply · Message · 2 · June 10 at 7:45pm

[Write a reply...](#)

Sean Truelove Yes. And they have no answers. How do you use 25000 gallons of water? Beyond me.

Like · Reply · Message · June 10 at 7:44pm



Heidi Dodd Mixon They said we used 60,000 and must have a leak...I'm pretty damn sure I'd see a leak if 60,000 gallons were dripping in my back yard!

Like · Reply · Message · 1 · 17 hrs

[Write a reply...](#)

Christina Stewart Guerin How has the State of Arizona not stepped in to investigate JU yet?!?!?

Like · Reply · Message · 5 · June 10 at 7:54pm



Melissa DesJardins Jon

Like · Reply · Message · June 10 at 8:01pm



MJ Hopps Yes we have been overcharged for over a year now

Like · Reply · Message · June 10 at 8:07pm

Tricia Connelly Yocum Yes, we've had fluctuations that make no sense at all.



Like · Reply · Message · June 10 at 8:31pm



Robert Ehrenguber Seen this many many times

Like · Reply · Message · June 10 at 8:44pm



Cindy Greene Atkin We have experienced a hike in usage during certain seasons. When I called, we were also told that there must be a leak. However, it always seemed to be around the May/June bills. We have lived here for 10 years and have all the bills.

Like · Reply · Message · 1 · June 10 at 8:47pm



Patrick Reed Yes, I was told that our bill had doubled, from 110.00 to 230.00. This was the first time in about 6 years. I asked why? nothing at the house had changed. JU said that they have been having issues with their meters. I asked her, how is that my problem... See More

Like · Reply · Message · 1 · June 10 at 8:49pm



Angie Clark Yes. I've lived here for 12 years my bill has always been approx \$100 last month jumped to \$160

Like · Reply · Message · June 10 at 9:06pm



Jim Titus We have our old bills. We can prove the price fluctuation. Told we had a thief stealing our water or bad toilets. Not true! Where do I send copies?

Like · Reply · Message · 1 · June 10 at 9:10pm



Erin Davis Morrissey Yes we have

Like · Reply · Message · June 10 at 9:23pm



Nichole Steinhart Billingsley Yes mine changes, have had them for 14 yrs and just keeps raising for no reason. Nothing changed had plumber and irrigation Check, they supposedly checked meter but then was told it was just charges that are mandatory hmmm

Like · Reply · Message · June 10 at 9:31pm



Lynette Ambrosia March my bill went up 25% for no reason!

Like · Reply · Message · June 10 at 9:35pm



Michelle Wall This would happen to us at least once a year when we lived in STV. There was never any rhyme or reason for there increase, and the next month's usage would be back to normal.

Like · Reply · Message · June 10 at 9:50pm



Maria Angela Vera my bill has always been \$84 and the past two bill have been over \$100 and there is only 2 of us in my house

Like · Reply · Message · June 10 at 10:14pm



Candy Rodriguez Yes, I too have experience this and get a BS response as to why the fluctuation.

Like · Reply · Message · June 10 at 10:19pm



Tyler Shipman Yes, ours has been fluctuating for months now. Our normal is \$75 but I've seen it go up to \$120 and we do nothing different each month. We don't use much water at all at our house.

Like · Reply · Message · June 10 at 10:23pm



Sarah Atkinson Yes 100% yes and when we called they claimed we had a "leak" then that mysterious leak stopped the next bill.

Like · Reply · Message · June 10 at 10:35pm



Saeed Diaz Ours went up to \$138 this month from an average of about 70

Like · Reply · Message · June 10 at 11:14pm



Alison Carr Packard Yes!

Like · Reply · Message · June 10 at 11:27pm



Tori Soto Melanie Faith

Like · Reply · Message · June 10 at 11:28pm



Zack Byrd Yes it's seems every few months it jump all around and then goes back it's a scam I have said that from day one biggest joke of a company around

Like · Reply · Message · Yesterday at 2:16am



Sionann Garcia My water comes from Queen Creek and it's NEVER been over \$40! How is Johnson Utilities allowed to charge so damn much?? My sewer payment is more than my water bill! Arizona should not allow a private business to supply utilities to any citizen! It shou... See More

Like · Reply · Message · 3 · Yesterday at 3:37am



Joelle Martinez We have this problem too! I've called and asked them to check my meter several times never got and answers back

Like · Reply · Message · Yesterday at 5:02am



Brian Willis Yes, I have.

Like · Reply · Message · Yesterday at 7:46am



Brendan Rhodes Yes, I have. Moved to Johnson Utilities territory in November. November - February water usage was 4-6K gallons. Thought that was normal, no concerns. Then April and May, 18,000+ gallons. We do not have a pool and have made no changes to the way we use water. TY.

Like · Reply · Message · Yesterday at 8:08am



Cara Klawiter Yes. When my husband calls to inquire as to why, they can't provide him with an explanation. Horrible customer service!!

Like · Reply · Message · Yesterday at 8:18am



Starr Mack Yes. Numerous times this has happened. Last year it happened 3x over 5 month span. 6000 gallons to 25000 gallons once- my bill is normally \$70 a month(would be much cheaper if there wasn't a "minimum") then my highest month was \$173!

Like · Reply · Message · Yesterday at 8:27am



Amy Rowland Yes I have always had fluctuating prices, seems to be around every season change but mostly in the summer, almost doubling in price and usage

Like · Reply · Message · Yesterday at 8:44am



Travis Reesha Cody Vance

Like · Reply · Message · Yesterday at 8:47am



Marissa Eick I've been in San Tan Valley for 12 years and have always had Johnson Utilities. I've experienced this too many times to count...and it was in 3 different homes we've owned.

Like · Reply · Message · Yesterday at 8:49am



Marissa Eick And with no explanation any of the times. No leaks, no running toilets, no repairs to fix. It just goes back to "normal".

Like · Reply · Message · Yesterday at 8:51am



Write a reply...



Cliff Schoonover Angel Mulligan

Like · Reply · Message · 2 · Yesterday at 9:27am



Angel Mulligan 2 months ago my bill was twice the normal amount and when I asked why the lady told me I must have been only paying the minimum balance due each month but I call and pay by phone every single month, but I pay the amount shown on my bill. They sent me ... See More

Like · Reply · Message · Yesterday at 9:39am



Angel Mulligan Mike Reynolds see we aren't the only people dealing with this.

Like · Reply · Message · 1 · Yesterday at 9:41am



Sandy Russell I'm seeing some mis-information on this string regarding HAVING YOUR WATER METER TESTED if you doubt that it is reading your water usage correctly. It is NOT \$100 to test your meter—it is \$25 per the "Rates" page of JU's website. A few yrs. ago when ... See More

Like · Reply · Message · 23 hrs



Ryan A Castillo Yes we have! More than once! Not to mention the numerous \$50 reconnection fees even after our bills were paid in full. We've also been double billed in one month.

Like · Reply · Message · 22 hrs



Cissy LaPorte Yes we have! We have not changed our usage but yet our bill keeps going up. Someone should look deeply into this.

Like · Reply · Message · 1 · 22 hrs



Lindsey Marie My bill has fluctuated from \$20-30 (not sure how, considering their lame "minimum" usage) to over \$100. There never seems to be a good reason other than some wordy excuse on how how their system cuts the bills and suggestion of a leak.

Like · Reply · Message · 19 hrs



George Sanchez Brittanie Sanchez remind me to go over the water bill.

Like · Reply · Message · 19 hrs



Heidi Dodd Mixon We went from 10,000 to 60,000 to 3,000 and we were gone for 2 weeks during the 60,000 jump and had 10 extra house guest for 10 days during the 3,000...so not right!

Like · Reply · Message · 17 hrs



Sean Truelove And with a wave of a wand, and an alakazam... Presto.. Nothing happens.

Like · Reply · Message · 17 hrs



Nancy Enteman My bill has never been so high since living here for 10 years. It goes up and up. Down three people in the house and my bill is 170. Never has it been that high. When asked they said we just used more water. We have downloaded all the bills we could so if something come about we have proof.

Like · Reply · Message · 14 hrs



Rebecca Carpenter We have constant problems with our bill fluctuating. It jumps around all the time and there are no leaks!

Like · Reply · Message · 14 hrs



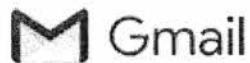
Michael Whittington Yes. From 8000 to 16000

Like · Reply · Message · 6 hrs



Marie Ekren Our bill did that about anyway ago and hasn't really come back down. They say our usage is always a lot more than I think we use

Like · Reply · Message · 2 hrs



Bryan K. McCoy, Century 21 <bryankmccoy.century21@gmail.com>

Johnson water problems

1 message

Norma Black <normablack3@gmail.com>

Sun, Jun 11, 2017 at 2:11 PM

To: bryan.mccoy@century21.com

Dear Bryan,

Thank you for including me in writing about loss of income due to Johnson Utilities. Being a Realtor in this area, Johnson Utilities comes up frequently for supplying water.

1. June, 2016: I had a parcel in Escrow and I was acting as Dual Agent. During the Inspection Period, the Buyers called to tell me they heard the news report and did not want the parcel because the water was from Johnson Utilities. That was a cancellation of the Escrow for the Seller and me.

2. June, 2015: My husband, a Realtor at the time, sold a property on Allen Rd., Queen Creek. He checked with Johnson Utilities to inquire if they were going to provide water down Allen Rd. from Royce Rd. Johnson Utilities assured him the Allen Rd. lots would be provided water to Allen Rd. parcels. To date, this has not happened. That does not give the Realtor a good reputation with his customer.

Sincerely,

Norma Black, Realtor
New Traditions Realty