

ORIGINAL
COMMISSIONERS
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ARIZONA CORPORATION COMMISSION

June 23, 2017

To: Docket Control

RE: JOHNSON UTILITIES – Customer Comments
Docket ACC-00000B-17-0062

Please docket the attached 2 customer comments regarding the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

JUN 26 2017

DOCKETED BY


RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2017 JUN 26 A 9:09

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 6/21/2017
Opinion Number: 2017 - 141232 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 6/22/2017 8:42 AM

First Name: Matt **Last Name:** Owen **Account Name:** Matt Owen
Address: <<< REDACTED >>>
City: Queen Creek **State:** AZ **Zip Code:** 85142
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Position: For

I have lived in San Tan Valley for 12 years and my water bill has recently increased to the level that is by far unreasonable. The additional fees and whatever they want to call them have now come very close to doubling what my bill was before the rate increases and fees got out of hand. When there's a natural disaster like a hurricane, it's not lawful to price gouge, and Johnson Utilities was already doing that with their regular rates 12 years ago. At that time i was willing to pay a little more for water to get a little further away from the crazy traffic and be in a more rural area. Obviously that didn't turn out like I planned, but it's irrelevant. For what Johnson Utilities is charging me for water, I should have imported, sediment free mineral water flowing from my faucets. Another increase and they need to start pumping Scorpion Venom. Have a look see what that costs per gallon just for humor sake. Please do something about this. We in San Tan Valley have other bills to pay too.

Investigation

Date:	Analyst:	Submitted By:	Type:
6/21/2017	Roxanne Best	Email	Investigation

From: Roxanne Best
Sent: Wednesday, June 21, 2017 11:24 AM
To: 'mattowen13@live.com' <mattowen13@live.com>
Subject: FW: Johnson complaint

Good morning,

I have received your complaint, but it reads more like an opinion. Would you like me to submit it as an opinion or did you want it submitted as a complaint to the company to get their response? I can also submit it both as an opinion and a complaint if you would like. Please let me know which way to submit this for you.

Thank you,
Roxanne Best

Date:	Analyst:	Submitted By:	Type:
6/22/2017	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best	Phone: <<< REDACTED >>>	Opinion Date: 6/21/2017
Opinion Number: 2017 - 141246	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - In Favor	Closed Date: 6/21/2017 11:20 AM	
First Name: Patricia	Last Name: Carter	Account Name: Patricia Carter
Address: <<< REDACTED >>>		
City: Queen Creek	State: AZ	Zip Code: 85142
Cell: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>
Company: Johnson Utilities L.L.C. dba Johnson Utilities Company		Division: Water*

Nature Of Opinion

Docket Position: For

Complaint 141240 submitted as well.

I am a 1 person household (1753 sf) and no pool. Even when I am gone for a month or two, or I am home, my water bill was \$73-79.00 per month. My drip irrigation is set as low as possible hoping my plants won't die. I stopped showering everyday. I run my dishwasher on the weekends and have no more than 1 to 2 loads of laundry which is also done on the weekends. My bill is now \$86.11 per month. I am retired and like many people retired or not we are on a budget. As usual you get nothing but a runaround with this company. I must have a leak. I am tired of having plumbers and landscaping companies coming out and checking for any possible leaks. Additional expenses that were and are not warranted at this point. This company does not care at all about their customers and treats them like garbage to say the least. If I did not set up auto payments, they would cut my water off for only having my bill paid and mailed a week early. Because they have to actually open my payment before or by the pay date. After that a late fee and turn off. I have been here since Aug. 2010 and have only seen one of JU's people check my water meter once. This place is the highest I ever paid for water. My highest bill in Cave Creek was \$54.99 per month after filling a pool, larger home and yard, and kids in the house. I lived in Glendale for 6 months till I moved to San Tan Valley. Glendale was just a bit more. Both Cave Creek and Glendale included garbage collection, bulk trash, and recycling in that cost. JU is only water/sewage. How are they getting away with this? And their water is barely drinkable. I tried to upload copy of my bill, but I keep getting an error.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/21/2017	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.