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ORIGINAL Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 1/18/2018
Opinion Number: 2018 - 147805 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/18/2018 1:34 PM

First Name: Mason **Last Name:** Landry **Account Name:** Mason Landry
Address: <<< REDACTED >>>
City: San Tan Valley **State:** AZ **Zip Code:** 85143
Cell: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: WS-02987A-17-0392 **Docket Position:** Against

Johnson Utilities has continued to show lack of care for their customers. At the current rate for water and sewage, they already over charge customers. Their business practices continue to hurt the company and in turn are making the problems they created the customers responsibility by raising their rates and forcing customers, with no other option for water, to pay the ridiculous charges they come up with. There have been instances where Johnson Utilities charges customers for water that was never used. Others having their water shut off for a payment that they "say" they never received and then forcing the customer to pay a re-connection fee. The current price for water and sewage from Johnson Utilities is already higher than most other utility companies in Arizona. Johnson Utilities needs to fix the problems within their unethical company instead of robbing their hard working customers by raising their rates. Due to all of this, I am strongly against the approval for raising the rates of water and sewage from Johnson Utilities. Actions need to be taken within Johnson Utilities to lower cost of operations and improve the product that they serve to thousands of people.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/18/2018	Deborah Reagan	Telephone	Investigation

Comments noted for the record and filed with Docket Control.

Arizona Corporation Commission

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JAN 18 2018

DOCKETED BY

[Signature]

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Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 1/18/2018

Opinion Number: 2018 - 147806 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/18/2018 12:02 PM

First Name: Marsha **Last Name:** Rogers **Account Name:** Marsha Rogers

Address: <<< REDACTED >>>

City: San Tan Valley **State:** AZ **Zip Code:** 85143

Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Johnson Utilities L.L.C.

Nature Of Opinion

Docket Number: WS-02987A-17-0392

Docket Position: Against

I feel, like the majority of the people who are served by Johnson Utilities, that we are being over- charged for the services from Johnson Utilities. I feel that they are not an ethical company as our water rates fluctuate based on supposed high water usage when that often is not the case...we notice rapid high rates at times when we are not at our home in SanTan Valley. Our rates are high as it is, so it makes no sense that we should have to pay even more for water and sewer usage which we realize is a precious commodity especially in Arizona. But to add to our displeasure with Johnson Utilities, our water tastes awful which means we drink bottled water which costs us more money that we rightfully should not have to spend. The water provided by Johnson Utilities not unfrequently has nitrates in it AND we are rarely notified of this occurrence. When we are notified, it is days after the fact! Please, please do not consider raising the rates. Johnson Utilities is a very difficult company to deal with, and raising the rates on this unethical company would result in a hardship for my husband and me as well as many, many other customers! We have no other options, living where we do, to seek another water provider. Sincerely, Marsha Rogers

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/18/2018	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

WS-02987A-17-0392

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 1/18/2018
Opinion Number: 2018 - 147800 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/18/2018 12:08 PM

First Name: Robert **Last Name:** Ortega **Account Name:** Robert Ortega
Address: <<< REDACTED >>>
City: Florence **State:** AZ **Zip Code:** 85132
Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: WS-02987A-17-0392 **Docket Position:** Against

This is ridiculous. With the track record of bribes to get approval for rate hikes and the poor water quality in the recent past and then the misuse of those ill-gotten proceeds, how can Johnson possibly have the audacity to ask for an increase? And how can the commission even consider granting one? (Unless this commission is on the take as well).

Investigation			
Date:	Analyst:	Submitted By:	Type:
1/18/2018	Deborah Reagan	Web Submission	Investigation

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 1/18/2018
Opinion Number: 2018 - 147804 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/18/2018 12:05 PM

First Name: Sarah **Last Name:** Heitmeyer **Account Name:** Sarah Heitmeyer
Address: <<< REDACTED >>>
City: San Tan Valley **State:** AZ **Zip Code:** 85143
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: WS-02987A-17-0392 **Docket Position:** Against

Johnson Utilities is a corrupt company that actively works against the community it serves. The community currently is fighting them in regards to toxic gas emissions that affect the surrounding neighborhoods. People are constantly billed incorrectly. Some have their payments credited to the wrong account then are charged late fees. Others have their services disconnected by mistake then are charged reconnection fees. Their customer service is almost opposed to being even remotely helpful, especially when they caused the problem. The usage listed on our bills is inaccurate and can vary widely month to month with no drastic increase in water usage in the household. Before this company raises rates, they need to improve their operations. The voices and desires of the people who are affected by this need to be heard.

Investigation			
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Comments entered for the record and filed with Docket Control.
