



ORIGINAL



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Utilities Division

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

Andy Tobin
Boyd Dunn
Justin Olson

To: Docket Control

2018 JAN 26 P 2:39

RE: JOHNSON UTILITIES L.L.C., dba JOHNSON UTILITIES Docket #WS-02987A-17-0392

Please docket the attached 3 customer comments opposing 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

JAN 26 2018

DOCKETED BY
MM

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best

Phone: <<< REDACTED >>>

Opinion Date: 1/25/2018

Opinion Number: 2018 - 147951

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 1/25/2018 11:45 AM

First Name: Janeen and
Walter

Last Name: Da Silva

Account Name: Janeen and Walter
Da Silva

Address: <<< REDACTED >>>

City: San Tan Valley

State: AZ

Zip Code: 85143

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Johnson Utilities L.L.C. dba Johnson Utilities
Company

Division: Sewer*

Nature Of Opinion

Docket Number: WS-02987A-17-0392

Docket Position: Against

Johnson Utilities Janeen Da Silva Today, 12:01 PM You;Ed Towill (etowill@hoamco.com) I am a Canadian Resident with a winter home in Johnson Ranch (Solera). I cannot attend the meeting regarding the price increases since I am presently in Canada. I would like to STRONGLY OBJECT to any price increase for Johnson Utilities. Here are my reasons: Terrible Customer Service Low water supply Overbilling and not taking responsibility charged me for 40,000 gallons of water and I was not there and there was no leak and totally got no where with Johnson Utilities or the Commission. Also my usage is low and we already get minimum change and very unreasonable sewage charge we are only two and my bill is always around \$100 per month and higher. My water consumption when I am there is 1000 gallons per month and my bill is always high. Hope this helps with your decision of No Price Increase we should be seeing a reduction not an increase. Regards Walter and Janeen Da Silva

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/25/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

WS-02987A-17-0392

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 1/25/2018
Opinion Number: 2018 - 147949 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/25/2018 11:49 AM

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

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

Nature Of Opinion

Docket Number: WS-02987A-17-0392

Docket Position: Against

Totally against the rate increases for Johnson Ranch, San Tan Valley. Johnson Utilities have been getting away with these increases for far too long now, they have to be stopped immediately!!! Anything you can do to help us here in Johnson Ranch would be very helpful to all of us, George Johnson and his family and Johnson Utilities are getting way out of hand!! Thank You!

Duplicate #147950: Complaint against Johnson Utilities, Johnson Ranch, San Tan Valley, AZ. Already sent complaint, but forgot the Docket # WS-02987A-17-0392. As stated before, we need help stopping George Johnson and family. Prices are out of control, and we are totally against the rate increases that Johnson Utilities are proposing. Thank You for any help you can give us!

Investigation			
Date:	Analyst:	Submitted By:	Type:
1/25/2018	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:** 1/25/2018
Opinion Number: 2018 - 147940 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/25/2018 12:07 PM

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

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

Nature Of Opinion

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

Docket No. WS-02987A-17-0392 With all the problems we (the customers) have had in the last few years - let alone months! - regarding being overcharged and rate increases in the not to distant past - really???? They are asking for HUGE percentage for a rate increase????? Come on --- this is just because their profits are down with having to pay back the people that have complained about their faulty equipment over charging us! Don't reward them for shoddy service and equipment - don't allow them to continue to profit so MUCH!!!! You should freeze their current rate/charges for a year and see how they can improve services and the re-evaluate their request and when you do....LIMIT THE AMOUNT OF THE INCREASE!!!! THAT IS OUTRAGEOUS! Pay increases on jobs are only 4% AT MOST and that doesn't even begin to cover the normal cost of living!!! Be fair and considerate of those of us who are their customers and not their profits that line their own pocketbooks well enough now!

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/25/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.