

WS-02987A-17-0392

ORIGINAL



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Arizona Corporation Commission
Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Opinion Date: 1/26/2018
Opinion Number: 2018 - 147985 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 1/26/2018 2:59 PM

First Name: DeeAnne Lee Last Name: Flowers Account Name: DeeAnne Lee
Flowers

Address: <<< REDACTED >>>

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

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

I lived in my house for 10 years I have seen the water rates increase decrease I have sing the water worsen not getting any better in the last 10 years that I've been here something needs to be done about this I'm paying a hundred and something plus dollars a month for water I can't even drink who's the say I'm even say to take a shower in it

Johnson Utilities Must Be Held Accountable

The customers of Johnson Utilities, L.L.C., located in San Tan Valley and Florence, Arizona, ask the Arizona Corporation Commission for immediate relief from alleged the gross negligence of EPA and ADEQ Rules for Tier 1 Public Notification. We ask that relief be granted by implementing a formal proceeding to consider the managerial structure, policies, methods, and impacts on the public in which the utility holds a Certificate of Convenience and Necessity (CC&N) to service our community. This proceeding should address factual matters related to not just the most recent water quality issue, but subsequent and historical factors that may go back to the beginning of the company's CC&N being granted in 1998. The Arizona Corporation Commission (ACC) has a statutory obligation to protect consumers. Historically, customers have felt the ACC has not done its job in the protection we have needed. We question the ability of the company to act in good faith, as a public utility servicing the community. We now hold the ACC accountable to act swiftly and efficiently with a managerial audit.

Date: 1/26/2018 Analyst: Michael Buck Investigation Submitted By: Telephone Type: Investigation

Entered into the record and docketed. Closed.

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