

**ORIGINAL** Arizona Corporation Commi:  
**Utilities Complaint Form**



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**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 2/23/2018  
**Opinion Number:** 2018 - 148416    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 2/23/2018 9:31 AM

**First Name:** Frank    **Last Name:** Clark    **Account Name:** Frank Clark  
**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

My water bills are high and the quality of water is bad. My daughter got ecoli last summer from our water!!!  
Had to be hospitalized for 5 days.

| Investigation |                |               |               |
|---------------|----------------|---------------|---------------|
| Date:         | Analyst:       | Submitted By: | Type:         |
| 2/23/2018     | Deborah Reagan | Telephone     | Investigation |

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission

**DOCKETED**

**FEB 23 2018**

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2018 FEB 23 A 11:08

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 2/22/2018  
**Opinion Number:** 2018 - 148405    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 2/23/2018 9:51 AM

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

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

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**Nature Of Opinion**

**Docket Number:** WS-02987A-17-0392    **Docket Position:** Against  
I have sever issues with Johnson Utilities. 1. Water pressure issues that they do not care about. 2. The price I pay for water is absolutely ridiculous. They are crooks! When I lived in Gilbert my water bill was half the price and when I lived In Illinois my water was half the price. 3. The water is unsafe to drink. Overall, Johnson Utilities cannot be trusted. I have only complained a few times to them, but never any solutions. Since they are a monopoly there is no point to keep fighting with them.

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| <b>Investigation</b> |                 |                      |               |
|----------------------|-----------------|----------------------|---------------|
| <b>Date:</b>         | <b>Analyst:</b> | <b>Submitted By:</b> | <b>Type:</b>  |
| 2/23/2018            | Deborah Reagan  | Telephone            | Investigation |

Comments entered for the record and filed with Docket Control.

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Arizona Corporation Commission  
Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 2/23/2018  
Opinion Number: 2018 - 148414 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - Opposed Closed Date: 2/23/2018 9:45 AM

First Name: Julie Last Name: Cruse Account Name: Julie Cruse  
Address: <<< REDACTED >>>  
City: San Tan Valley State: AZ Zip Code: 85142  
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

I would like to add to my comments that I made at the hearing on 2/20/28. Johnson Utilities needs to: Expand hours later at night and/ or on weekends Accept online payments do banks don't have to mail checks Be proactive when there are spills/leaks and inform us immediately not several days or weeks later Pay for meters to be tested and share results, don't accuse of having leaks or water getting stolen Water needs to be tested! If it is bad to drink what's it doing to our skin, clothes, dishes etc- wouldn't that be a health hazard Address billing issues! Actually read meters! Rumor is they average it When there are leaks they need to assist with cleanup on homes and pay for the damages Suggestion is for them to pay customers back for all the bottles of water consumers bought since they can't drink the water, they should also discount bills for all the consumers that had bills messed up! The office needs to have customer service training I would get fired for saying what I heard others were told!!!!!! Some happy mes uave 'drinkable' water and it's concerning that some areas have ok water and others don't. Maybe the whole system needs to be inspected by a third party.

Investigation  
Date: 2/23/2018 Analyst: Deborah Reagan Submitted By: Telephone Type: Investigation

Comments entered for the record and filed with Docket Control.

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 2/23/2018  
**Opinion Number:** 2018 - 148413    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 2/23/2018 9:48 AM

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

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

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**Nature Of Opinion**

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

Billing is horrible. Contacted last year about the CAGR fee. Was told the fee adjusts as my water usage goes up. The fee has continued to go up. But my usage is the same. This fee is always more than my actual water service. Afraid to water/shower or put water in the pool for fear of a ridiculous bill. Also trying to pay the bill by phone is insane the wait number is ninety or more no matter when you call. Please look into this company and help out the residents of San Tan valley.

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| <b>Investigation</b> |                 |                      |               |
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| 2/23/2018            | Deborah Reagan  | Telephone            | Investigation |

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Arizona Corporation Commission  
Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 2/22/2018

Opinion Number: 2018 - 148400 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed Closed Date: 2/23/2018 10:01 AM

First Name: Jeffrey Last Name: Jones Account Name: Jeffrey Jones

Address: <<< REDACTED >>>

City: SAN TAN VALLEY State: AZ Zip Code: 85143

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

Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Division: Water\*  
Company

Nature Of Opinion

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

Johnson Utilities (JU) is seeking a rate increase. I was not able to attend the public meeting. I have proof in my bills and usage history that at least three times in the last year, I have had random bills where my water "usage" has spiked 3-4x the normal usage and my bill is about \$200 total. I have complained to JU, the AZCC, to no avail. My usage always drops back down to normal the next month, yet I have made no changes whatsoever. My meter is presently being tested after request to JU. I have not heard back from them. I have heard from many residents thru social media sites (Facebook neighborhood group, Nextdoor) that I am not the only one incurring random, extremely high bills (showing extreme usage) which then go back to normal the next month. There is also a video that a neighbor posted showing his meter running although his water was off. I am deeply opposed to JU charging more for its services when it appears they are being overpaid at it is. I did not use 20,000+ plus the times they allege, and they are charging and being paid for water not provided. JU should not be allowed to charge us more money until they get their own house in order. Many of us are being overcharged and billed excessively. Normal people cannot afford \$200 per month water/sewer bills, so an increase is a slap in the face to normal working families. Please keep in mind this is aside from the CAGR fee that was a punch in the gut to many of us working families on a budget. That fee was a major increase to our bills and should have been incremented over time and not in one hit. Thank you for your consideration. Jeffrey Thomas Jones, Jr.

Investigation

Date: 2/23/2018 Analyst: Deborah Reagan Submitted By: Telephone Type: Investigation

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