

WS-02987A-17-0392



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ORIGINAL

My name is Janice Benda. I live at [redacted] in San Tan Valley. My household consists of my husband, myself, an 8 pound yorkie and an 11 pound tabby cat.

RECEIVED
AZ CORP COMMISSION
2018 FEB 26 10:47

We moved here from Illinois, hoping to escape the politics and corruption that state is known for only to learn that similar politics and corruption exist here in San Tan Valley right down Hunt Hwy from here.

While we are fairly new residents to San Tan Valley compared to many of my fellow residents here today, we have already notice a number of disconcerting things going on regarding Johnson Utilities.

Johnson Utilities was the only utility service company to demand a deposit before allowing service. SRP, Mesa AZ, Cox and Dish required no deposit from us.

Our first month's bill seemed relatively normal at 5,000 units but from that point on our monthly bills climbed continually. When I contacted Johnson Utilities to inquire as to why our monthly bill went from 5,000 units to 9,000 units to 10,000 back to 9,000 units then up to 11,000 units, the lady in the office told me that was the what the previous owners of our house had so it should be the same. REALLY! They had 3 adults and two large dogs, compared to our 2 adults and two small pets.

There seems to be no rhyme or reason to why our units vary so very much. In fact, after my call to the office my bills for the last 7 months have been exactly the same, 6,000 units! In the last three months our drip lines were reduced from every day twice a day to every other day once a day. We have had out of town company for two weeks with increased showers and clothes washing, plus we were on vacation for two weeks in one of those months, but still the usage stayed the same? Obviously NO ONE is reading or recording our water usage.

My husband opened up the cover, pulled a ton of dirt, sand and other debri out of the box to see our meter. Obviously NO ONE had done that in years. The meter is a flow meter with no electric, so how is it read (if indeed it ever is)? In our previous home, our water bill would show the previous reading say 325 and the current reading of say 526 and a usage of 201 gallons. Johnson Utilities' so called readings are always in even amounts of one thousands. How is that possible you might ask. Obviously NO ONE actually reads the meters. I don't know of anyone who has seen

Arizona Corporation Commission

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a Johnson Utilities truck driving around the area reading meters. Actually my husband and I have only seen their trucks two times. Both times were around 11:00 or 12:00 at Fry's with a Johnson Utility employee buying and then walking out to the company truck with cases of beer.

It is ridiculous that we pay more for our water than we do for our real estate taxes!!

Our second complaint is regarding the quality or lack thereof, of the water we receive in our home. At least two different times residents were cautioned not to allow infants or toddlers to drink the water. If babies shouldn't drink the water, then we shouldn't be giving it to our pets who weigh the same.

My husband bought a water tester and uses it twice a month to test our tap, refrigerator filtered water and our Osmosis filtered water. Today's readings showed the refrigerator and Osmosis filtered waters at safe to drink levels. Our kitchen tap water came in at over 5 on the tester (4 and higher are not considered good drinking water). Each month we are required to buy bottled water for drinking and use the Osmosis filtered water for cooking. We even keep bottles of water in the bathroom for brushing our teeth. I can't stand the sulphur smell of our bathroom tap water.

Unlike the phone & television companies which allow residence to pick their service providers, Johnson Utilities is a monopoly. We are stuck with them. They should be held to a higher standard than they have been in the past. If you folks who are suppose to be overseeing and regulating companies like Johnson Utilities don't do all in your power to protect the residents of San Tan Valley from receiving bad water, bad water service and overcharging, who will. Rate increases should only be allowed when companies are providing good service to it's customers. The residents of San Tan Valley should be receiving rebates for all these past years of inadequate and sub quality water & water service, not an increase for such bad service.

Please be the voice of all of us here in San Tan Valley.

Deny any rate increase until Johnson Utilities improves the quality of their water and service.

Johnson Utilities
 968 E. Hunt Hwy
 San Tan Valley, AZ 85143

(480) 987-9870

Please Make Address Corrections Here

Amount Paid _____

Billing Date	Account Number
2/5/2018	00119707-04
Due Date	Amount Due
2/25/2018	\$99.08

*****AUTO**SCH 5-DIGIT 85140



JANICE BENDA 3 > 3306

SAN TAN VALLEY AZ 85143-5811

Remit To:



Johnson Utilities
 968 E Hunt Highway
 San Tan Valley AZ 85143-7450

00119707040000099085

Description Gallons	Meter Readings		Usage 6000	Read Code Normal Rd.	Readings Dates	
	Previous 868000	Present 874000			Previous 12/21/2017	Present 01/24/2018

WATER SERVICE

Water Minimum	\$16.90	Water Usage	\$11.38
Water AZ Privilege Tax	\$1.89	Water AZ Superfund Tax	\$0.04
		Total Water Charges	\$30.21

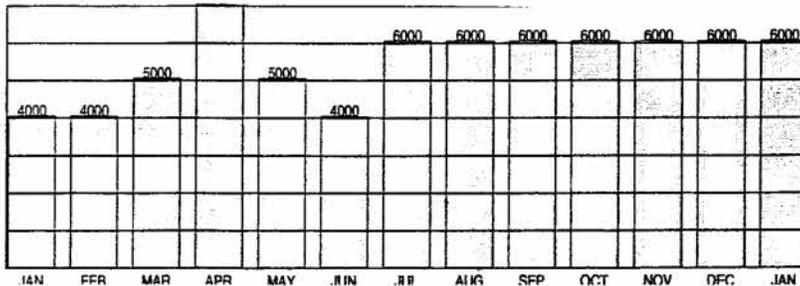
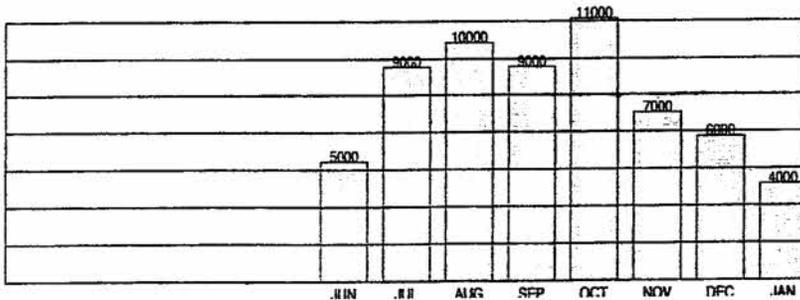
SEWER SERVICE

Sewer Fee	\$40.98	Sewer AZ Privilege Tax	\$2.75
		Total Sewer Charges	\$43.73

OTHER CHARGES

CAGR Fee PHX	\$25.14		
		Total Other Charges	\$25.14

Consumption



\$99.08

Billing ID	
5310 00095898	
Customer	
JANICE BENDA	
Service Address	
Billing Date	Account Number
2/5/2018	00119707-04
Due Date	Amount Due
2/25/2018	\$99.08
Billing Period	
From 01/05/2018 to 02/05/2018 = 31 Days	