

ORIGINAL



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INTERVENTION

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April 14, 2018

Arizona Corporation Commission  
Docket Control  
1200 W. Washington St.  
Phoenix, AZ 85007

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AZ CORP COMMISSION  
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ARIZONA CORP COMMISSION  
UTILITIES DIVISION - DIRECTOR'S OFFICE

RE: Request to Intervene in Johnson Utility LLC rate case and Consent to Email  
Service Docket No. WS-02987A-17-0392

Cliff and Nancy Roth, 289 W Twin Peaks Pkwy, 515-473-5995. All documents should be served upon me.

I request to intervene in the Johnson Utility case to put in an interim manager because I have personal experience with their management and am unsatisfied with their service for the following reasons:

- Their billing practices are archaic. A full month has transpired before we receive their bill. I had a water leak that I didn't find out about until two months' usage. They know what the usage is for the current month and I don't see why they can't bill it that way – or at least more current.
- Customer service takes no responsibility for inadequate service and treats customers with disrespect. When calling to ask a question regarding high usage, it is common for a representative to claim you must have a leak or that your neighbor is stealing your water. They also tell you they can check the meter (checked by their company) and if the meter is OK you have to pay for the testing AND the high usage complained about. Once they sent someone out to check for any possible leaks in our backyard. We were never notified of the findings... until we called their office. At that time we were told of the findings as notes were made in our file.
- The water and air quality are poor. There is no consistency in water pressure. Some days it is good and other days it barely running. We have not been notified of poor water quality until days have passed. When traveling on Hunt Highway there is often a horrible odor coming off the water features along the road.

If Johnson Utilities is to continue serving our community then it must be done under a different manager and management team so we can see an improvement in billing practices, customer service, and air and water quality as the issues mentioned above are unacceptable.

I understand that a hearing has been scheduled for March 29<sup>th</sup> and 30<sup>th</sup>, 2018.

Arizona Corporation Commission

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I have served a copy of this request to intervene on each party of record in the case today by mailing it, in a properly addressed envelope with first class U.S. postage prepaid.

I am representing myself as an individual.

I have read and understand the rights and responsibilities that I will have as intervenor, explained here: What does it mean to be an intervenor?

Nancy & Cliff Roth  
289 W Twin Peaks Parkway  
Solera at JR  
515-473-5995