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TED VOGT
Executive Director

ARIZONA CORPORATION COMMISSION

June 8, 2018

To: Docket Control

RE: - Johnson Utilities L.L.C. dba Johnson Utilities - Customer Comments

Docket No. WS-02987A-17-0392

Please docket the attached 2 customer comments to 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

JUN 11 2018

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AZ CORP COMMISSION
DOCKET CONTROL
2018 JUN 11 A 10:52

WS-02987A-17-0392

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 6/6/2018
Opinion Number: 2018 - 151361 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/6/2018 2:55 PM

First Name: Steve **Last Name:** Hannes **Account Name:** Steve Hannes
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:** Water*

Nature Of Opinion

Docket Number: WS-02987A-17-0392

We are new customers to JU as of Feb 2018. On our very first water bill, due on the 15th, we paid it in full and on time to be received by the utility by the 15th. Two weeks later, we received a FINAL disconnect notice and a late charge. We called (very long wait time) and we were informed that JU only counts the bill paid when the check is deposited in their account and cleared. The JU CS rep said since this was our first bill, first time, they would waive the late fee. The late fee remained on the bill and was never taken off. We called back, but were told their computer system was down and they couldn't access our file. My wife and I have almost perfect credit with scores over 800. We've NEVER been late on any bills, ever, in our entire lives. Now we watch the mail starting on the 25th of the month and it becomes a daily rise in the level of anxiety until we get the bill; and, then immediately pay it as we have no way of judging when JU will receive it, how long they will hold it before deposit, and how long it will take to clear as all these events converge on the 15th. Next, we contacted JU to try to get on electronic bill notice. A CS rep took our information and said they could not enter it because their computers were down...again. We were promised a call back with a verification the bill was changed to electronic. We never received that call back. We tried accessing the account online a few times, no access was available. As of June, our bill is still sent hard copy, US Mail. However, now we realize the bill needs to stay paper because JU's Computer system seems so unreliable. After these emotional events, and as new residents of unincorporated STV, I began researching JU's history. I also now watch daily news stories regarding JU. It is pretty surprising that, almost daily, another catastrophic event occurs regarding JU. As astounding as that is, it is even more astounding that nothing appears to ever get done. At 68 years old, and having owned numerous residential properties, never in my life has there been so much angst and time spent wasted on a single utility. Finally, I (we) are not supplying our JU account number as we are not looking for the ACC to arbitrate our late fee or electronic billing. Frankly, we fear retaliation from JU and we don't have a legion of attorneys with unlimited cash to battle them. There are too many stories of JU taking revenge on its customers including defamation suits against residents. Instead, we are hoping you can add this complaint to your pile which I am sure is substantial. We truly hope the ACC stops waiting and starts doing. Thanks,

Investigation

WS-02987A-17-0392

**Arizona Corporation Commission
Utilities Complaint Form**

Date:	Analyst:	Submitted By:	Type:
6/6/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

WS-02987A-17-0392

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 6/6/2018
Opinion Number: 2018 - 151359 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/6/2018 2:25 PM

First Name: Denise **Last Name:** Marchin **Account Name:** Denise Marchin
Address: <<< REDACTED >>>
City: San Tan Valley **State:** AZ **Zip Code:** 85142
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **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

Low water pressure is not a new issue! A broken well pump might be a current cause but quite frankly this has been a nearly daily occurrence for months. Usually we notice this early in the morning and it improves in a few hours, but there have been days recently when the water pressure has been low throughout the day. In addition, low water pressure is not the only problem with Johnson Utilities as, over the three years we have lived here, there have been water stoppages, billing issues, reports of nitrates in the water, odor problems, sewage spills, and more. I do not have the time or patience to call Johnson Utilities on a daily basis (when I recently called, I was 32 in line to talk with Customer Service), or to file a formal complaint every day. We have never experienced such poor service from a utility company in our entire lives! These issues will only be resolved when Johnson Utilities is run by someone both trustworthy and reliable.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/6/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.