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BEFORE THE ARIZONA CORPORATION COMMISSION RECEIVED

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J.D. BRISTOW'S RESPONSE TO  
UNS ELECTRIC'S MOTION TO  
DISMISS FORMAL COMPLAINT

2004 APR 30 A 11:03

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AZ CORP COMMISSION  
DOCUMENT CONTROL

"All Arizona consumers are ENTITLED to have access to safe, reliable electric service at AFFORDABLE rates." The definition of 'affordable,' simply put, means; "to spare (money, time, etc.) without much inconvenience." The correlation between this entitlement and the rate hike doesn't exist. There are no stipulations or clauses that allow for entitlement infringement over changes in the economy or the lack of forethought on behalf of the ACC or a utility company. Words mean things, don't they? When you say, "affordable," who's affordability are you talking about, ours, or yours? If you can afford it, *YOU* pay it! Affordability is not something that's decided by some judge who's making over \$100,000 a year, it pertains to each and every individual's own financial status.

I just received several sets of documents from the Arizona Corporation Commission that vaguely explain some of the many facets of this complex situation involving the sale of Citizen's to UniSource, however convoluted this propaganda is. These documents attempt to convince us that there was little or no choice but to approve the rate increase that's now destroying our lives and putting a tremendous strain on families, jobs and relationships throughout the counties that are now forced to deal with it. They don't say how we're supposed to receive these entitlements since UniSource doesn't provide for them. Where's the energy provider competition we were promised? It says UniSource was supposed to submit some kind of paperwork back in December. Why isn't there some kind of penalty for non-compliance? It also states that the competition will be supplied by UniSource. That's not competition, that's still a monopoly. Who's the architect of all these communistic ideas? Even these documents suggest this matter was influenced by a series of bad decisions and poor timing that were compounded by the energy crisis scam perpetrated by the California energy providers. But this still doesn't explain why our rates have increased far beyond the 22% that's been forced upon us. My bills have increased between 50% and 110% higher than normal while my usage patterns have changed little in the five years I've taken up residency in this apartment.

These documents also don't explain why I'm receiving all these termination threats from UniSource just before, or right after the scheduled date of termination. I received one today in fact, the scheduled date for termination (for the amount being disputed) is for the 23rd. *Two days notice!* This is illegal! Not only are these jerks corrupt, but their criminal behavior is unrelenting! No explanation was ever given as to the persistence of Ms. Woller and her wanting to make me pay for something I don't owe and her lack of investigative consideration for the facts (and the math) that clearly indicate a billing problem exists. There is an energy company just a few miles away from us, eager to provide energy to the public. Yet, we don't have the choice we're entitled to in accordance with the Arizona Electricity Consumer Bill of Rights, to utilize that energy. The employees of that utility company are being sent home early for lack of work. Just because UniSource bears the ACC stamp of approval to charge up the ass doesn't mean I have to pay it if I want to go through a different provider, even if I'm being denied access to one. Not if I'm "entitled" to choices that I don't have. Am I entitled or not?

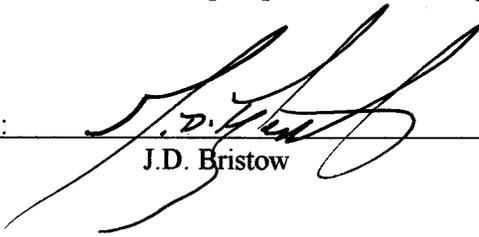
My bill jumped 110% higher in one month than it did in the five years of my billing history and no

one questions it but me. I don't know what, if anything, was wrong with my meter and I couldn't care less. All I know is, after the meter was replaced, the new meter gave the same reading as the month before the problems started with the old one. It was still too damn high, but at least it was consistent. If nothing else, it should always be consistent because nothing ever changes in my apartment. Certainly nothing that could invoke a 110% increase! Common sense would suggest that, after a five year history of consistent usage, my bills wouldn't suddenly leap into orbit on the month UniSource takes over the utility unless UniSource had something to do with it. I'm not dishonest and I'm not against paying my way, I am however, against fraudulent business practices and scams like this one. Give me the benefit of the doubt here, people. All this propaganda that was sent to me doesn't say why our bills are more than 22% higher and I'm tired of hearing that it's because the ACC approved it. *I DIDN'T*, Nobody wanted this increase, yet you approved it anyway. Apparently, our votes must not count for anything involving the Commission's elections or none of this would be happening. Naturally, YOU want everyone to pay these bills, that's more money in your pocket in the form of "assessment fees." That's got to be nearly fifty grand a month from us alone, that's quite an "assessment." What type of an assessment would warrant that kind of money every month? And we're supposed to believe that doesn't influence anything?

Ms. Woller's actions spoke volumes about the ACC and who they work for and it certainly isn't us. This dispute was decided long before it ever began. The ACC has no intention of enforcing or complying with its own regulations. My time and my money continues to be wasted at this moment over the most obvious of factions. I'm supposed to choose how this dispute is "decided?" What choice do I have? Are you saying the decision might be different depending on the venue? That's highly improbable. All anyone had to do was the math and this would've been open and shut.

Let's cut the crap here, my parents have been forced out of their home and into a fifth-wheel trailer because of you people, many families have been forced to evacuate this town and I'm just a delinquency payment away from joining the homeless, myself. The way I see it, if you had any intention at all of righting this wrong, you would have done at the beginning, so get on with this charade. The noose has been around my neck for seven months, open the trap door already! That'll solve the problem, won't it? Put me in the street and then your friends at UniSource won't get another dime out of me! How productive is that?. But then, my parents can tell you what the ACC knows about being productive from personal experience. You couldn't care less what you've done to us or what UniSource is doing right now. After what I've had to spend on this dispute, I've already lost. You've caused most of my problems and now you judge me over my inability to afford your mistakes? Thank you so much for all your professionalism and enthusiasm in helping me 'solve' this matter. I apologize for ever having wasted so much of my energy on this.

Signed :

  
J.D. Bristow

Date: 9-21-04

I don't know the gentleman who wrote this letter, but he's telling the same story I am and there's a lot more like him. You really should listen to what we're saying because you're going to be hearing a lot more of it.

## Writer thinks UniSource using 'new' math

4-11-2004

*Editor:*

Having just completed an eight-month comparison of my electric bill since the 22 percent (ahem) rate increase imposed by our new neighbor Unisource Energy Services and the Corporation Commission (aptly named), I have concluded that they believe all citizens of Lake Havasu City were educated in this community. (See our override results.)

Their accountants must run for public office immediately.

From the billing cycles due around the first of September 2002 to the first of April 2003, Citizens Utilities charged me \$710.83. From the billing cycles due around the first of September 2003 to the first of April 2004 Unisource (from hereon referred to as "The Crooks") charged me \$1,302.17 — or an increase of \$600.34. That's 85.5 percent, folks.

My November 2002 bill was \$55.96. In 2003 it increased to \$169.51. A mere 303 percent!

Has anyone else noticed this?

I'm asking my boss for a 22-percent raise using Unisource math. Let's see — \$12 per hour times Unisource 22 percent equals \$22.62 an hour.

Boy, I can live with that. Hope he goes for it like the citizens of Lake Havasu City apparently have.

*Wayne J. Doyle  
Lake Havasu City*