

E-4204A-06-0783



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59515

Date: 4/3/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

RECEIVED
2007 APR -5 A 8:40
AZ CORP COMMISSION
DOCUMENT CONTROL

First: George and Tamara **Last:** Fronek

Complaint By: George and Tamara Fronek

Account Name: George and Tamara Fronek

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Lake Havasu City

CBR:

State: AZ **Zip:** 86404

is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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Customer sent the following correspondence to the Commission -

It has been just about two years since Unisource received a gigantic 25% increase which they said might not be permanent. Now, as the citizens of Lake Havasu are still struggling with that, UNS wants to raise rates another 5.43%. Senior citizens are having to get financial aid to keep their homes warm in the winter and cool in the summer. We have to keep our home above 80°F in the summer; below 68°F in the winter just to keep the bill below \$450.00. This is ridiculous! PLEASE DO NOT GRANT THIS ABSURD INCREASE!

End of Complaint

Arizona Corporation Commission
DOCKETED
APR - 5 2007

Utilities' Response:

Investigator's Comments and Disposition:

Responded to customer with the following letter -

DOCKETED BY [Signature: NR]

Dear Mr. and Mrs. Fronek:

Your letter regarding the Unisource Electric, Inc. rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though

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constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 800-222-7000.

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/4/2007

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