

E-04204A-06-0783

ORIGINAL



0000070498

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

4700

Investigator: Lynn Combs

Phone: (602) 542-0488

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2007 - 59575

Date: 4/5/2007

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

Complaint By: First: Karl Last: Kroeger

Account Name: Karl Kroeger

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED] Zip [REDACTED]

is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/05/07 CORRESPONDENCE RECEIVED

April 2, 2007
RE; DOCKET # E-04204A-06-0783
TO WHOM THIS MAY CONCERN.

Arizona Corporation Commission
DOCKETED

APR -9 2007

DOCKETED BY [REDACTED] *nr*

JEEPERS!! (ANOTHER) PRICE INCREASE!!!
I HAVE READ RECENTLY THAT THE UNS ELECTRIC INC
IS HAVING A GREAT YEAR AND JUST WANTS A LITTLE
MORE OF MY MONEY.

ON THE FLIP SIDE I'M ON THE VERGE OF BANKRUPTCY.
FOOD, DOCTOR BILLS, PHONE BILL, GASOLINE, RENT, CAR LOAN, BANK LOAN, TAKING CARE OF
GRAND KIDS.. MY INCOME IS ONLY \$16,000 PER YEAR.

*** ** PLEASE ... VOTE (NO INCREASE)

SINCERELY,
KARL KROEGER

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2007 APR -9 A 10:55
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

04/05/07 Customer was sent a letter thanking them for taking the time to share their opinion:

April 5, 2007

Mr. Karl Kroeger


RE: UNISOURCE ELECTRIC

Dear Mr. Kroeger;

Your letter regarding the Unisource Electric rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The Commission will consider your comments before a decision is rendered in the Unisource 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 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 toll free at (800) 222-7000.

Sincerely,

Lynn Combs
Consumer Service Specialist
Utilities Division

04/05/07 The complaint has been filed in the docket E-04204A-06-0783
End of Comments

Date Completed: 4/5/2007

Opinion No. 2007 - 59575

E-04204A-06-0783

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59548

Date: 4/4/2007

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

Complaint By: First: Joleen R. Last: Gayman

Account Name: Joleen R. Gayman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

RE: Docket No. E-04204A-06-0783

CORRESPONDENCE RECEIVED:

3/31/2007

Joleen R. Gayman
[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Docket Comment On: Unisource Rate Hike
Utility Name: Unisource Rate Hike
Position on Docket: Con

ANOTHER rate hike? 5>%. My husband's Peace Officer salary of 32K per year ABSOLUTELY already threatens the stability of our household budget. Summertime bills in excess of \$400.00 for a 2000 square foot mobile home is already BEYOND ridiculous. Do YOU have to make a choice between paying power bills or being able to afford your medications? We do. SAY NO TO THE UNISOURCE RATE HIKE REQUEST. NOW. TODAY.

We work for the state @ nearly poverty level! We don't have deep pockets. Say no now.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/4/2007 - CORRESPONDENCE MAILED TO CUSTOMER:

April 4, 2007

Joleen R. Gayman


RE: UNISOURCE ENERGY SERVICES ("UNS")

Dear Water Customer:

Your letter regarding the Unisource Energy Service ("UNS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the UNS 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 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 toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 4/4/2007

Opinion No. 2007 - 59548

E-04204A-06-0783

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59592

Date: 4/6/2007

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

Complaint By: First: Norma Last: Herriott

Account Name: Norma Herriott

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Unisource ** Energy Services (UNS)

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPPOSED OPINION:

RE: Docket No. E-04204A-06-0783

Norma Herriott
[REDACTED]

Commission!

You people just keeping jacking up the prices. I lived here for 20 years and never saw such Hwy robbery and it worsens with every month. I've never seen my gas bill & electric the same amount of money. Something smells bad about this Co. in my opinion. I have an idea, just keeping raising prices until only the rich can pay & then all us poor folk will sit on the side walks until you drain the rich dry & there'll be no peons to do all the dirty work & we can all go back to candles & and burning dung for cooking & heat.

Yours Truly
Norma Herriott
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/6/2007 - CORRESPONDENCE MAILED TO CUSTOMER:

April 6, 2007

Norma Herriott


RE: UNISOURCE ENERGY SERVICES (UNS)

Dear Norma Herriott,

Your letter regarding the Unisource Energy Services ("UNS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the UNS 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 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 toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 4/6/2007

Opinion No. 2007 - 59592
