

ORIGINAL



0000076573

E-04204A-06-0783

ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 62827

Date: 8/28/2007

Arizona Corporation Commission DOCKETED

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

AUG 31 2007

Complaint By: First: Bob Last: Ross

DOCKETED BY [REDACTED] nr

Account Name: Bob Ross

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: n/a

is:

Utility Company: Unisource \*\* Energy Services (UNS)

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docketed under E-04204A-06-0783.

\*\*\*\*\* In conjunction with complaint number 62828. \*\*\*\*\*

RE: Unisource Energy Services.

RECEIVED  
1 AUG 31 A 11: 25  
CORP COMMISSION  
DOCKET CONTROL

Ever since Unisource has taken over our power services, the customer service has declined and continues to decline over time.

Even if you go to their office in Kingman, AZ you have to pick up a phone and talk to someone who knows where the hold time was is in excess of 15 minutes and with no chairs to sit on, was very uncomfortable and I had to hang up and try again later. When I got home, I called again to order power to be turned on so an inspection could be performed on a house we were selling. Again this took better than 15 minutes.

I tried several other times but gave up after 10 minutes of hold.

They responded they were sorry for the delay that they are a little busier than normal all day. Well, now this is a bit over a week and I called back in to turn it off. This time it took 18 minutes for my call to be picked up. 1/2 hour just to turn off services.

To make this worse, I do not have land line service, we are 100% Sprint PCS services, so anything not on a weekend and not after 7pm costs us \$0.05 per minute. Even if your calling a toll free number this is a cost unless the party your calling also has PCS service. This cold end up being costly if you had to call them more than once.

Now with several phone calls having to be made to them it does not seem to have been an unforeseen circumstance, and seems to be the normal operation of their customer service center, I do not feel they should

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be entitled to any increase in their electric rates.

I even informed the person that finally picked up at the end of our conversation that they need to let a manager or person in charge that I'm not very happy about this and that I will send a letter of dispute to their rate increase, I was told that was my choice, and that they were not going to let anyone know.

With them already getting an increase in the past, they have not put anything to their customer service build up. Until they can get their hold times to less than 5 minutes like everyone else that has plenty more customers than they have, they should not be allowed to receive their increase. If they can't handle the growth we had in this area, they should get out.

I'm in business my self, and if I had hold times like this, my customers would go to someone else. But there is no other choice here or I would have already done this.

Thank you  
Bob Ross

  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I advised Mr. Ross that his comments regarding the Unisource Energy Service 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 Unisource Energy Service application. Staff appreciated his comments and the interest taken on the proposed rate increase. CLOSED.  
\*End of Comments\*

**Date Completed: 8/28/2007**

**Opinion No. 2007 - 62827**

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