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Sheila Stoeller

From: [REDACTED]
Sent: Saturday, September 22, 2007 6:20 PM
To: Pierce-Web; Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail
Cc: bob.kimball@hughes.net
Subject: Unisource Power Outages Docket# E-040204A-06-0783

I live in Santa Cruz county and Unisource supplies electricity to my home and that of my neighbors. I'm told that Unisource is asking for another rate increase. It's important to note that when Unisource purchased service to our area from Citizens Electric about one year ago, they immediately raised our basic price for electricity service by 22%. Please consider the following when you consider if Unisource should receive additional income for very poor service.

Everyone, including myself, expected the new service company (Unisource) to improve the grid system so it would serve our community without so many power outages. They have not. This year we have had many power outages, several over 8 hours and literally thousands of very quick (less than a second) power off, then back on. These short outages are especially damaging to all forms of electric motors, like air conditioners and well pumps. One incident in August 2007, the power went on and off at about 1 second intervals about 15 times before eventually failing all together. It was almost like someone was deliberately turning it off and on to destroy appliances. We had to replace our air conditioner last year, and our well pump this year - so far.

The Nogales International Newspaper recently reported a 23 hour outage on Aug 24-25th and a 22 hour outage on Sep 1st and 2nd. Unisource doesn't even bother to explain why. I refuse to accept the idea that we pay for the electricity we use and if it's not available, we do not pay for it. That is a true insult from an arrogant company that is trying to shirk responsibility. Electric Providers like Unisource, Salt River Project and Arizona Public Service have a responsibility to provide top notch service for the high prices they receive.

It's almost impossible for the user to prove that the provider is the cause of the damages to appliances, but it's pretty obvious when a power surge and/or outage occurs and you suddenly have no water, the TV no longer works, refrigerator quits or the air conditioner compressor no longer functions. We have all witnessed the lights in our home dim to a low red glow and stay that way for several minutes, obviously low voltage. This is especially damaging to pump motors etc. When we call about the problem, we are told they know nothing of the problem, we should check our circuit breaker.

I don't mind paying a fair price for electric power, but Residents of Santa Cruz County already pay more than the national average for electric "service" and the "service" we receive could best be described as horrible.

I urge you to vote "NO" when it comes to allowing a rate increase for Unisource. Instead, suggest that they improve the service to the point we have reliable electric power for our community. Then and only then should a rate increase be considered.

Conrad Berry
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 Nogales, Arizona
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