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E-04204A-06-0783

Tammy Russ

To: Gleason-WebEmail

Subject: RE: Unisource Power Outages Docket #E-040204A-06-0783

From: walter smith [mailto:azsmithmn@msn.com]

Sent: Tuesday, October 09, 2007 9:05 PM

To: Pierce-Web; Gleason-WebEmail; Mayes-WebEmail; Hatch-WebEmail; Barbara Yelle

Subject: Unisource Power Outages Docket #E-040204A-06-0783

Arizona Corporation Commission

DOCKETED

OCT 11 2007

Re: Unisource Power Outages Docket #E-040204A-06-0783

DOCKETED BY

To the Members of the Corporation Commission:

We live in the Nogales area. Our electricity has been provided by Unisource since they purchased that right from Citizens Electric. When they did so, they assured us that they would improve our electrical service at a meeting we attended in their offices. They received a sizeable rate increase to help them.

So, how is Unisource doing? Our power outages have been so frequent this summer that we assume it is going out whenever we see clouds or have a windy day. They last from a few seconds to hours. We often have several in one day. For nearly a month we didn't even reset all our clocks, knowing they would be blinking again in short order. The time message on our answering machine has not been correct since early June. It's not worth resetting. From our hilltop, we can see the lights in Nogales, Sonora are on when ours are out. Improvements? The quality of our electrical service has decreased.

We have frequent brown-outs and short black-outs, which often do not depend on the weather, sometimes one right after another, many times consecutively. They are known to damage electrical appliances. We have replaced our computer twice, despite the fact that we had it connected to an APC Power Chute, which protects against surges and outages. We also lost two answering machines and the computerized panel for our four year old stove. We have a whole house surge protector, but it makes no difference. We cannot protect ourselves against the poor service we receive.

What happens, then, when the lights go out? We can seldom reach Unisource. If we do, they cannot tell us when power will be returned. They will not tell us what the problem is. "They are working on it." We would add, AGAIN. Another temporary fix.

Should Unisource receive a rate increase? Please consider these facts: We are receiving poorer service for a lot more money. Our service is intermittent and unreliable in even minor storms and often with no storm in sight. We have numerous brown-outs and black-outs of various durations. Mexico appears to have better reliability of service than we. Unisource is unresponsive to complaints.

Unisource is granted a monopoly which comes with responsibilities that it is not shouldering. We pay a high price for our electricity. **We should have satisfactory service. We do not have it. Unisource should not receive a rate increase.**

Sincerely,

Walter and Susan Smith

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