

ORIGINAL



0000077900

Kenneth Rozen

4720

**From:** Kenneth Rozen  
**Sent:** Friday, October 12, 2007 3:57 PM  
**To:** Raymond S. Heyman (RHeyman@uns.com)  
**Subject:** Unisource Power Outages Docket #E-04204A-06-0783

Dear Mr. Heyman:

Arizona Corporation Commission Chairman Mike Gleason recently received the attached e-mail message from customers expressing concern about inconsistent electric service provided by UNS Electric.

In response to these concerns, Chairman Gleason would like UNS Electric to provide him with the date and duration of each irregularity in electric service to Lake Patagonia Ranch Estates that occurred since the beginning of June 2007. In addition to outages, "irregularity" includes power that was delivered but substandard in its properties.

Thank you for your attention to this request.

Sincerely,

Kenneth C. Rozen  
Advisor to Chairman Mike Gleason

Arizona Corporation Commission

DOCKETED

OCT 16 2007

DOCKETED BY	NR
-------------	----

RECEIVED  
 2007 OCT 16 A 8:39  
 AZ CORP COMMISSION  
 DOCKET CONTROL

**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

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

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

10/12/2007

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

HC 2 Box 302

Lake Patagonia Ranch Estates

Nogales, Arizona 85621