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ORIGINAL



RECEIVED ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

2008 MAR 31 P 2:48
Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67137 Date: 3/18/2008

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

Complaint By: **First: Audelino Last: Gonzalez**

Account Name: [REDACTED] **Home:** [REDACTED]

Street: [REDACTED] **Work:** [REDACTED]

City: [REDACTED] **CBR:** [REDACTED]

State: AZ **Zip:** [REDACTED] **is:** [REDACTED]

Utility Company: Tucson Electric Power Company

Division:

Contact Name: Brenda BeVard **Contact Phone:** [REDACTED]

Nature of Complaint:

***** INQUIRY REFERRAL FROM CHAIRMAN MIKE GLEASON'S OFFICE*****

Received the following faxed referral from Betty Camargo in Chairman Gleason's Office via fax from CEWalczak, ACC Phoenix Office:

To: Whom it may concern,

I've lived in Tucson all my life. I can't understand why you people are always rising the electric bill so high and every 3 months or so. I am very upset with your company, But if I have to pick one and the you send us I would have to pick option 2.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

No listing in Directory Assistance. I called TEP and obtained the customer's tel#. After calling the tel#, the number does not belong to this customer anymore. The following was sent to customer to acknowledging his opinion:

March 18, 2008

Arizona Corporation Commission

DOCKETED

MAR 31 2008

Mr. Audelino Gonzalez

DOCKETED BY [REDACTED] *nr*

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]

Dear Mr. Gonzalez:

This is to acknowledge your letter regarding the Tucson Electric Power Company (Company) rate case. Your letter will be made a permanent record in the Company's rate application and will be brought to the attention of the Commissioners. Your comments will also be considered by the Commission before rendering a decision on the Company's rate case.

The Commission appreciates the time you have taken to express your opinion in this matter. Please contact me at the Commission's Tucson office at [REDACTED] or by letter at the Tucson address noted below, if I can be of additional assistance.

Sincerely,

Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

:rxl

3-18 Sent the following OPINION to Trish Meeter at the ACC's Phoenix Office to have this OPINION docketed under E-01933A-07-0402 and E-01933A-05-0650. I also forwarded a copy of the completed OPINION to Betty Camargo at Chairman Gleason's office and e-mailed CEWalczak on the same. File closed.
End of Comments

Date Completed: 3/18/2008

Opinion No. 2008 - 67137
