

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

L700

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67884

Date: 4/14/2008

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

Complaint By: First: Kathryn Last: Stratman

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

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

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-04204A-07-0593

Please consider this ate hike carefully. Most of the Mohave Co. customers in the residence are retirees like myself living on less than \$1000 a month Social Security income or they are working families making the lowest working wage in the western states. We can barely afford to pay these cots now. To increase more than a few dollars would cause many elderly and young children to be shut off for lack of payment.

Thank you,  
Kathryn Stratman

[REDACTED]

Unisource customer [REDACTED]  
Resident of Mohave Co. for 19 years prior resident of Pinal Co. for 45 years. A retired state of Arizona employee for MVD.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

4/14/2008 Letter mailed to customer:

April 14, 2008

Kathryn Stratman  
[REDACTED]

Arizona Corporation Commission

DOCKETED

APR 15 2008

DOCKETED BY [REDACTED] NR

AZ CORP COMMISSION  
DOCKET CONTROL

2008 APR 15 A 10:16

RECEIVED

E-04204A-07-0593

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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RE: UNISOURCE

Dear Kathryn Stratman:

Your letter regarding the Unisource (UNS) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The Commission will consider your comments before a decision is rendered in the UNS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/14/2008**

**Opinion No. 2008 - 67884**

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