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BEFORE THE ARIZONA CORPORATION COMMISSION

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AZ CORP COMMISSION  
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Arizona Corporation Commission

DOCKETED

AUG 25 2008

DOCKETED BY

IN THE MATTER OF THE APPLICATION OF )	DOCKET NO. E-04204A-06-0783
UNS ELECTRIC, INC. FOR THE )	
ESTABLISHMENT OF JUST AND )	
REASONABLE RATES AND CHARGES )	<b>UNS ELECTRIC, INC.'S</b>
DESIGNED TO REALIZE A REASONABLE )	<b>COMPLIANCE FILING</b>
RATE OF RETURN ON THE FAIR VALUE OF )	<b>REGARDING PROCEDURES FOR</b>
THE PROPERTIES OF UNS ELECTRIC, INC. )	<b>OUTAGE NOTIFICATION FOR</b>
DEVOTED TO ITS OPERATIONS )	<b>LIFE SUPPORT CUSTOMERS</b>
THROUGHOUT THE STATE OF ARIZONA )	<b>(DECISION NO. 70360)</b>
AND REQUEST FOR APPROVAL OF )	
RELATED FINANCING. )	

UNS Electric, Inc. ("UNS Electric" or the "Company"), through undersigned counsel and pursuant to Decision No. 70360 (May 27, 2008), hereby submits its compliance filing regarding the Company's procedures for notifying customers on life support equipment during an outage. UNS Electric provides the following information:

Decision No. 70360 directed the Company to file within 90 days of the effective date of the Decision a statement regarding its procedures for notifying customers on life support during an outage and suggested changes, if any.

UNS Electric currently identifies "life support" customers through a Customer Assistance Residential Energy Support Low-Income Medical Life Support Program ("C.A.R.E.S.-M") available in all service territories served by the Company. The C.A.R.E.S.-M discount is available to all qualified low-income customers who require the use of life support equipment in their homes. In order to be eligible for the C.A.R.E.S.-M Program, an electric service customer submits to UNS Electric a Residential Discount Program Application. This Application is

1 provided to customers in brochure form; a copy of the brochure is attached hereto as Exhibit A.  
2 The amount of the discount is calculated based on monthly usage, with larger percentage discounts  
3 available to customers who use less energy:

<b>Electric Discounts Monthly Energy Use</b>	<b>Discount</b>
0 - 600 kWh	30%
601 - 1,200 kWh	20%
1,201 - 2,000 kWh	10%
over 2,000 kWh	\$8

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9 UNS Electric currently does not notify life support customers of outages. Instead, UNS Electric  
10 uses its best efforts to reconnect life support customers first in the event of an outage.

11 UNS Electric and the Santa Cruz County Sheriff's Department ("Sheriff's Department")  
12 have discussed notification to life support customers. The Sheriff's Department has indicated that  
13 it would like to be aware of customers with sensitive electric load requirements to use as a cross-  
14 reference for safety purposes. The Sheriff's Department has agreed to retain a list of life support  
15 customers' names. However, as of this date, the Sheriff's Department has not assumed the  
16 obligation to contact life support customers.

17 UNS Electric is now in the process of contacting, via telephone, all of the currently  
18 enrolled Santa Cruz County C.A.R.E.S.-M Program participants to inform them that, with their  
19 written permission, UNS Electric will be providing the Sheriff's Department their names,  
20 addresses, telephone numbers and their current status as a life support program enrollee. The  
21 telephone contact will be followed by a written request to release information regarding the  
22 customer's status as a C.A.R.E.S.-M Program participant; this written request is attached hereto as  
23 Exhibit B. UNS Electric will not release information to any agency without the prior written  
24 consent of the customer. UNS Electric will also be adding appropriate text to its website,  
25 identifying this addition to the C.A.R.E.S.-M Program. Any new C.A.R.E.S.-M Program  
26 participants will be asked for written authorization to release their information to public safety  
27 agencies at the time they apply for the program.

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RESPECTFULLY SUBMITTED this 25<sup>th</sup> day of August 2008.

UNS ELECTRIC, INC.

By Michelle Livengood  
Michelle Livengood  
UniSource Energy Services  
One South Church Avenue  
Tucson, Arizona 85702

and

Michael W. Patten  
ROSHKA DEWULF & PATTEN, PLC.  
One Arizona Center  
400 East Van Buren Street, Suite 800  
Phoenix, Arizona 85004

Attorneys for UNS Electric, Inc.

Original and thirteen copies of the foregoing  
filed this 25<sup>th</sup> day of August 2008, with:

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

Copies of the foregoing  
mailed this 25<sup>th</sup> day of August 2008, to:

Compliance  
Director, Utilities Division  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

By Mary Spolite

# **Exhibit A**

## Residential Discount Program Application

To be eligible for the CARES Program, you must verify the following:

- I am a UES residential electric customer.
- The UES bill is in my name.
- My household gross income is at or below 150% of the federal poverty level. By checking one of the boxes below, I am indicating the monthly income eligibility limit that applies to my household and me.

Choose One	Number of People in Household	Income At or Under
<input type="checkbox"/>	1	\$ 1,301
<input type="checkbox"/>	2	\$ 1,751
<input type="checkbox"/>	3	\$ 2,201
<input type="checkbox"/>	4	\$ 2,651
<input type="checkbox"/>	5	\$ 3,101
<input type="checkbox"/>	6	\$ 3,551
<input type="checkbox"/>	7	\$ 4,001
<input type="checkbox"/>	8	\$ 4,451
<input type="checkbox"/>	9	\$ 4,901
<input type="checkbox"/>	10	\$ 5,351
<input type="checkbox"/>	More than 10	\$5,351 plus \$ 450*

\*for each additional person

- Choose One
- My household is eligible for the CARES Discount.
  - My household is eligible for the CARES/Medical Life-Support Discount. I will provide the physician's verification upon request.

I obtained my application at the following location:

Local Office (write in name) \_\_\_\_\_

Other (write in name) \_\_\_\_\_

*Detach, mistern, fold and rest to form postage-paid envelope.*

¿Desca obtener la informacion en español?  
La informacion sobre el Programa de Descuento Residencial "CARES" tambien es publicada en español. Para recibir dicha informacion por favor llame al departamento de servicios al cliente al 1-877-837-4968. Nuestro personal bilingüe le atenderá.

# We Care about those on a limited income.



**UniSourceEnergy  
SERVICES**

Telephone: 1-877-UES-4YOU  
(1-877-837-4968)  
Customer Care Center Hours:  
7:00 a.m. - 7:00 p.m., Mon. - Fri.  
For further information visit [uesaz.com](http://uesaz.com).

UNSCARES REV 0508

### CARES Discount

If you're having trouble making ends meet, UniSource Energy Services (UES) would like to help. Our Customer Assistance Residential Energy Support (CARES) program offers discounts designed to help low-income customers pay their electric bills.

To be eligible for this discount, you must:

- Be a UES residential electric customer.
- Have the UES account in your name.
- Have a combined household income at or below 150% of the federal poverty level. See *Income Guidelines chart*.

### Monthly Energy Use

Monthly Energy Use	Discount
0-300 kWh	20%
301-600 kWh	10%
601-1,000 kWh	10%
over 1,001 kWh	\$8

### CARES/Medical Life-Support Discount

A Medical Life-Support Discount is available to households that meet the financial eligibility guidelines for the CARES Program and where certain medical situations exist.

### Monthly Energy Use

Monthly Energy Use	Discount
0-1,200 kWh	20%
1,201-2,000 kWh	10%
over 2,001 kWh	\$8

To be eligible for the CARES/Medical Life Support Program, a customer must meet the following requirements:

- Require the use of medical equipment that is considered essential for sustaining life and is operated at the residence.
- Submit to UES, a signed statement from attending physician on his/her office letterhead or pagesheet of official prescription pad, verifying that the customer is medically life-support dependent and the type of essential medical equipment that is in use at the residence.
- The patient will be required to recertify with his/her physician every two years.

The following equipment is representative of that which may be qualified as being essential under the program: ventilator, oxygen concentrator, peritoneal dialysis cycler, hemo dialysis equipment, feeding pump, infusion pump, suction machine, small volume nebulizer or an oximeter.

### Think about it...

You could be eligible for a discount on your electric bill. To qualify for either program, your household's combined gross monthly income must be equal to or less than:

### Income Guidelines\*

Number of People in Household	Income At or Under
3	\$ 2,201
4	\$ 2,651
5	\$ 3,101
6	\$ 3,551
7	\$ 4,001
8	\$ 4,451
9	\$ 4,901
10	\$ 5,351
More than 10	\$5,351 plus \$450**

\*\*for each additional person  
\*2008 Federal Poverty Income Guidelines effective July 1, 2008 through June 30, 2009.

If you are eligible and sign up for either program, UES automatically will calculate the appropriate discount on your monthly bill.

You can obtain more information on this and other payment options by visiting [uesaz.com](http://uesaz.com) or calling our Customer Care Center at 1-877-UES-4YOU (1-877-837-4968).

## BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 112 FLAGSTAFF, AZ

POSTAGE WILL BE PAID BY ADDRESSEE

UNISOURCE ENERGY SERVICES  
ATTN: UNS-ELECTRIC CARES  
2901 W SHAMRELL BLVD SUITE 110  
FLAGSTAFF AZ 86001-9965

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

# **Exhibit B**

Exhibit B



P.O. Box 711, SC122  
Tucson, Arizona 85702-0711  
(877) UES - 4YOU (837-4968)

**RE: Life Support Equipment**

Dear (customer),

UNS Electric, Inc. ("UNS Electric") records indicate you or someone at your residence is currently utilizing life support equipment. The Santa Cruz County Sheriff's Department requested that UNS Electric identify its customers with sensitive electrical load requirements to use as a cross-reference for safety purposes.

With your permission, UNS Electric will provide Santa Cruz County Sheriff's Office with your name, address and telephone number, and a general statement that you are a life support customer; no additional information, personal, account, or otherwise, will be provided. As the customer of record, UNS Electric will release your information only upon your written consent. **If you agree, please sign and return this letter in the enclosed envelope. If you do not consent, no response is necessary.**

If you have any questions, please feel free to contact Lindy Sheehey, Manger of Customer Service at (520)745-3343.

Sincerely,

UNS Electric, Inc.  
Customer Service

- 
- Yes, please share my information with the Santa Cruz County Sheriff's Department.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature