



ORIGINAL ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM RECEIVED

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

2008 OCT 15

Priority: Respond Within Five Days

Opinion No. 2008 - 72150

Date: 10/15/2008

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

First:

Last:

Complaint By: **Kent R.**

Crawford

Account Name: Kent R. Crawford

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Huachuca City

CBR:

State: AZ Zip: 85616

is:

Utility Company: **Sulphur Springs Valley Electric Cooperative, Inc.**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: (5 [REDACTED])

Nature of Complaint:

October 14, 2008
Arizona Corporation Commission
Consumer Service Section
1200 West Washington
Phoenix AZ 85007

Arizona Corporation Commission

DOCKETED

OCT 15 2008

DOCKETED BY [Signature]

Docket No. E-01 575A-08-0328

Gentlemen:

I am writing to express my opposition to Sulphur Springs Valley Electric Cooperative, Inc's application to increase their rates. My reasons are as follows:

- 1) There is already a Wholesale Power Rate Adjustment in place. For multi- person families, especially those with children, this existing heavy cost is already prohibitive. For fixed income senior citizens, the existing heavy cost is already a burden. The request for so much more money, 11.75%, is not only inflationary, but it may exceed the ability to pay of many local residents. Their plan discriminates against families in particular, while increasing the financial burden on those least able to pay. In tough economic times, any increase in living expenses is an increasingly unsupportable burden on people already financially weakened.
- 2) At the same time they are seeking to obtain such a huge sum from theft customers, SSVEC is running a series of television advertisements to boost their public image. If they need money so badly, why are they spending large sums on public relations?
- 3) It is questionable whether or not they deserve additional money. Many would argue that they are already charging too much for the poor quality service provided. Power outages are very frequent and their customer service leaves much to be desired. Giving them more money would be like putting out a fire with gasoline!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4) The use of an 'average' residential usage by SSVEC certainly proves the lie that a totally electric home is less expensive to operate! Those customers most likely to exceed the 'average' of 728 kWh are most likely to be those with an electric water heater, an electric furnace, and air conditioning, or a heat pump. These are the very people that will see the greatest impact from SSVEC's plan!

In summary, even if SSVEC can make the case that they must have the extra money – which I doubt – their plan represents a burden to the poor and the senior citizens in any circumstance, and discriminates heavily on families and those who opted for a total electric residence. In the face of the difficult economic conditions we will be facing for the coming years, the customer's ability to pay such an outrageous increase is questionable. I recommend that SSVEC's Application be rejected out of hand.

Sincerely,

[REDACTED]
[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion.

End of Comments

[REDACTED]
Date Completed: 10/15/2008

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