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Ms Kris Mayes, Chairwoman
Arizona Corporation Commission
1300 W. Washington
Phoenix, Arizona 8500-2929

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23 March 2009

Arizona Corporation Commission
DOCKETED

MAR 24 2009

Madam Chairwoman:

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 ARIZONA CORPORATION COMMISSION
 DOCKET CONTROL

Here are two examples of SSVEC'S behavior when out of sight of the commissioners. Not at like the accolades provided by Commissioner Newman's friend, Susan Tagamyer and the other non - profits with an agenda of their own. These heavy-handed tactics are the norm for a Company that is owned by the people. One would ASSume that the employees of the people would work with them if there were a misunderstanding such as described in the most recent article. Perhaps work out the issues and a payment plan if found in favor of the Company. Unlike most utility companies I have had dealings with in my lifetime, SSVEC does not send a separate "Delinquent" notice, but rather includes the notice within the monthly statement. I usually only open these when I get ready to pay so I would NOT be aware of a problem until the situation was well out of hand. This I feel is the practice of most if not all customers of SSVEC. The section of the newspaper these articles comes from is OYM (On Your Mind), a way for the citizens to complain and not a formal article written expressly for the Sierra Vista Herald. If this company had a pro-active rather than a confrontational demeanor they would probably be able to cut their skip out customers and reduce this type of loss. We, the people and owners of SSVEC are a captive customer base without alternatives. So perhaps upper management might take some courses in good customer service and work with everyone.

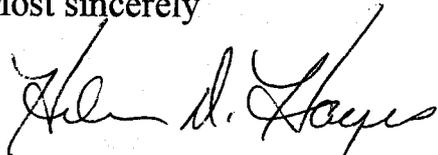
As far as the rates go, they are very high now and with every tiny infraction the deposits and service fees are extravagant to the customer. I feel this company has been less than forth rite in their associations/relations to the

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electricity producing company and that these increases SSVEC is requesting once again after all the fuel cost adjustment fiasco is just plain corporate Greed. Here is a company that has eliminated all costs of doing business to zero by turfing these expenses off to the customer. It is my sincere hope that your investigation will prove this statement out.

Thanking you in advance for your time.

Most sincerely

A handwritten signature in cursive script, appearing to read "Helen D. Hayes". The signature is written in black ink and is positioned above the typed name.

Helen D. Hayes, Concerned consumer
628 S. Lazy Beaver Way
Sierra Vista, Arizona 85635
520-559-1541

Mar 23 2009
S.V. Herald OY/M

With these tough economic times, you would think that utility companies wouldn't charge customers "deposits" unless their electricity has been turned off due to nonpayment. I received a bill in the mail last month and was shocked to see that what I owed the electric company was over \$700. I called SSVEC (Sulphur Springs Valley Electric Cooperative) and was informed that a letter was sent out to my residence informing me that if my bill was delinquent again that I would be charged \$415. Even though I had never received such a letter and nor could they produce proof that such a letter was sent (such as a signed return receipt), I am responsible for this fee. I wonder how many families are sitting in the dark because they can not afford to pay this "deposit" on top of their normal bill.

ON YOUR MIND

FEB. 7

I was shocked to receive my January SSVEC bill and find that, despite the fact that my power usage had decreased by 18 percent since last January, my bill had actually increased! The difference, I discovered, was that the "AEPSCO fuel adjustment" which was 7 percent of my bill last year, had been replaced by a "Wholesale Power Rate Adjustment" which now equaled 26 percent of the bill! I was not sure what this meant until I recently received a letter from SSVEC stating, among other things, that they no longer buy their power exclusively from AEPSCO. SSVEC did state they will be lowering this "WPRA" by 25 percent, which is fine, but the cost will still be over three times as much as it was when AEPSCO was their sole supplier. I suggest SSVEC re-consider from whom they buy their power, as their current system is dearly, and unnecessarily, costing its members.

EDITOR'S NOTE: SSVEC stands for Sulphur Springs Valley Electric Cooperative, and AEPSCO stands for Arizona Electric Power Cooperative Inc.