

ORIGINAL



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ROGER and DARLENE CHANTEL

[REDACTED]

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2009 MAY -7 P 2:22

FILE BOARD DOCKET CONTROL

FORMAL COMPLAINT FILED AGAINST  
MOHAVE ELECTRIC COOPERATIVE

DOCKET NO. E-01750A-09-0149

Roger and Darlene Chantel filed an informal complaint in accordance to ACC rule 14-2-212. The Commission has developed a set of rules for utilities and customers to use and follow if there are any unsafe conditions or any type of dispute over a bill that a utility has submitted to the customers that they supply service to. The Chantel's have done everything they know how to do to file the proper proceeding to the ACC.

ACC rule 14-2-212 B. CUSTOMER BILL DISPUTE

1. Any utility customer who disputes a portion of a bill rendered for utility service shall pay the undisputed portion of the bill and notify the utility's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.
2. Upon receipt of the customer notice of dispute the utility shall:
  - a. Notify the customer within five working days of the receipt of the written dispute notice.
  - b. Initiate a proper investigation as to the source of the dispute.
  - c. Withhold disconnection of service until the investigation is completed and the customer is informed of the results. Upon request of the customer the utility shall report the results of the investigation in writing.
  - d. Inform the customer of his right of appeal to the Commission.

Arizona Corporation Commission  
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If the Commission fails to have a hearing on the above ACC rules it will not know if the utility violated them.

ACC Rule 14-2-212 C. COMMISSION RESOLUTION OF SERVICE AND BILL DISPUTES

1. In the event a customer and utility cannot resolve a service or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission; by submitting such notice to the Commission, the customer shall be deemed to have filed an informal complaint against the utility.

The Commission has established the informal complaint process, so the utility company can make some effort to resolve the differences that may exist between the customer and the utility company. The Commission holds hearings to determine how much effort a utility company has put forth to resolve the differences between the utility company and its customers.

If the Commission fails to have a hearing on the issues in this complaint, the general public should start to question why the Commission is in existence.

#### ACC Rule 14-2-208 PROVISION OF SERVICE

##### 1. Utility's responsibility

- a. Each utility shall be responsible for the safe transmission and distribution of electricity.

Without a hearing the Commission will not be able to determine if MEC has safe transmission lines.

#### ACC Rule 14-2-207 LINE EXTENSIONS

##### A. General Requirements

4. Where the utility requires an applicant to advance funds for a line extension, the utility shall furnish the applicant with a copy of the line extension tariff of the appropriate utility prior to the applicant's acceptance of the utility's extension agreement.
5. All line extension agreements requiring payment by the applicant shall be in writing and signed by each party.

##### B. Minimum Written Agreement Requirements

1. Each line extension agreement shall, at the minimum, include the following information:
  - a. Name and address of applicant or applicants;
  - b. Proposed service address or location;
  - c. Description of requested service;
  - d. Description and sketch of the requested line extension;
  - e. The cost estimate to include materials, labor, and other costs as necessary;
  - f. Payment terms;
  - g. A concise explanation of any refunding provisions, if applicable;

- h. Utility's estimated start date and completion date for construction of the line extension, and
    - i. A summary of the results of the economic feasibility analysis performed by the utility to determine the amount of advance required from the applicant for proposed line extension.
  2. Each applicant shall be provided with a copy of the written line extension agreement.

The Chantel's claim they did not enter into a line extension agreement. Since they did not enter into a line extension agreement they claim they do not owe the bill submitted by the utility.

The utility claims that the Chantel's constructed their art work in the utility's right-of-way. The Chantel's claim that MEC does not have a recorder right-of-way where construction is located.

MEC claims that there was a severe safety violation that placed the general public at a dangerous risk and that is why MEC should disconnect the Chantel's electricity. These are just a few of the misrepresentations that MEC has presented to the Commission and its employees.

If the Commission, for some unknown reason, refuses to examine MEC's actions in this complaint it would lead the general public to believe that the elected officials have abandoned the laws set forth by previous Commissioners.

The Commission will never know how much suffering MEC has caused the Chantel's. I believe if Mr. Broz, of MEC, would sit down with me we could probably resolve the few important issues in this complaint and there would be no need for a hearing.

There is the other side of this complaint and how large it could become as we proceed into the legal process; the new laws that will be presented to the State Legislatures, the press releases, and the news articles that will be generated over the subject matter in this complaint, the time the Commissioner and the ACC employees will spend under oath in legal depositions and testifying in these legal proceedings. This could grow into a large event and be in the news for 3 to 6 years. I am not in favor of spending 6 years of my life bringing forth the truth about this complaint.

Respectfully submitted on May 5, 2009



Roger Chantel

ORIGINAL mailed this 5<sup>th</sup> day of May, 2009 to:

Docket Control  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

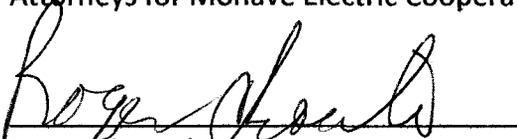
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