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ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

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Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81997

Date: 9/23/2009

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

Complaint By: First: Frank & Paula Last: Mossberger

Account Name: Frank & Paula Mossberger Home: (000) 000-0000

Street: [REDACTED] Work:

City: Tucson CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Trico Electric Cooperative, Inc.

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NUMBER E-01461A-08-0430*****

REFERENCE: TRICO ELECTRIC COOPERATIVE INC.

Arizona Corporation Commission
402 W. Congress
Tucson, Arizona
85701-1347

Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona
85007-2996

Mr. Vincent Nitido
GM and CEO
Trico Electric Cooperative
P.O. box 930
Marana, Arizona
[REDACTED]

Arizona Corporation Commission
DOCKETED
SEP 23 2009
[REDACTED]

RECEIVED
2009 SEP 28 P 4: 49
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Gentlemen:

My wife and I have just received your notification of a rate increase, becoming effective on October 1, 2009. We would like to register a formal complaint relative to the extent of that increase. We are a retired couple and do participate in the "Time of Use" (TOU) program. We really try very hard to take advantage of that program and in reviewing our usage, we find that approximately 70% of our usage is off-peak. I personally think that taking into account that we have little control over daytime air conditioning use (we keep

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the house set at 80 degrees), that is a pretty good effort.

In evaluating the increases, (59% on-peak hours and 77% on off-peak hours) we applied these new rates to our August bill and find that our total expense will increase approximately 60%. I think you will have to admit that is quite a lot to swallow especially for fixed-income retired folk. It seems that we do not have your luxury, i.e. when costs go up, we cannot control our income.

In a phone conversation today with a Customer Service representative from Trico, I was told specifically that nothing could be done and besides, the ACC had approved the new rates and therefore, Trico is really no longer responsible.

I would be most interested and appreciative of a personal response from someone? relative as to how such exorbitant increases can be justified.

Frank & Paula Mossberger. Account [REDACTED]

9/23 - NOTES BY DEB REAGAN - This same letter was also received at the Phoenix office.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

*****DOCKET NUMBER E-01461A-08-0430*****

REFERENCE: TRICO ELECTRIC COOPERATIVE INC.

Opinion noted and file in Docket Number E-01461A-08-0430 by Carmen Madrid

September 25, 2009

RE: TRICO ELECTRIC COOPERATIVE INC.

Dear Mr. & Ms. Mossberger:

This is to acknowledge receipt of your letter dated August 18, 2009 regarding the Trico Electric Cooperative, Inc. ("Trico") rate increase.

The Trico rate application was filed on August 15, 2008 and notice was provided by Trico to customers on January 13, 2009. The Arizona Corporation Commission ("Commission") scheduled a hearing on May 20, 2009 where Trico's customers were given the opportunity to comment on the rate increase.

The Utilities Division of the Commission received opinions via telephone, emails and letters from Trico customers. These opinions were placed on file with the Commission's Docket Control Center and made part of the case record. The Commissioner's considered these comments before a decision was rendered in the rate case.

After all evidence was presented and the hearing concluded, a recommendation and opinion was issued by the Administrative Law Judge to the Commissioners.

The notice you received from Trico is required in the Commission's decision to advise customers what rates will

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be charged and when they will go into effect. The new rates will begin on October 1, 2009.

Your letter regarding the Trico rate case will be placed on file with the Docket Control Center of the Commission.

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 rate case. If you should have any questions relating to this issue, please call me at 520-628-6556 or if outside the Tucson area, toll free at (800) 535-0148.

Sincerely,

Jenny Gomez
Consumer Analyst I
Utilities Division
End of Comments

Date Completed: 9/25/2009

Opinion No. 2009 - 81997

E. 01461-08-0430

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82003

Date: 9/24/2009

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

Complaint By: First: Joe Last: Villareal

Account Name: Joe Villareal Home: [REDACTED]

Street: [REDACTED] Work:

City: Tucson CBR:

State: AZ Zip: 85742 is:

Utility Company: Trico Electric Cooperative, Inc.

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NUMBER E-01461A-08-0430*****

REFERENCE: TRICO ELECTRIC COOPERATIVE INC.

Electric bills shouldn't increase so fast. Someone should warn customers that this is taking place. Trico has a brand new building and new trucks, is this the way they save us money? Times are tuff right now and we should not have an increase. Someone needs to watch Trico for us the customers. This makes no sense, we should be protected without us having to go to meeting and voice our opinion. Everyone is working and it's hard to go to meeting and voice our opinion.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

09/24/09*****DOCKET NUMBER E-01461A-08-0430*****

REFERENCE: TRICO ELECTRIC COOPERATIVE INC.

Opinion noted and file in Docket Number E-01461A-08-0430 by Trish Meeter

I explained to customer that this rate increase application was filed in 08/15/2008. I went thru the docket and explained each filing and how many customers filed an opinion. I explained that decision number 71230 was docketed on 8/06/2009; He thanked me for all the information

End of Comments

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Date Completed: 9/24/2009

Opinion No. 2009 - 82003
