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**ORIGINAL**

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**RECEIVED**

**Investigator:** Richard Martinez

**Phone:** [REDACTED] **Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2009 79814

**Date:** 6/18/2009

**Complaint Description:** 09C Rates/Tariffs - No Applicable Rate  
N/A Not Applicable

**Complaint By:** **First:** Paul **Last:** Bauer

**Account Name:** Paul Bauer **Home:** [REDACTED]

**Street:** [REDACTED] **Work:** [REDACTED]

**City:** Sierra Vista **CBR:** [REDACTED]

**State:** AZ **Zip:** 85650 **is:** E-Mail

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

**Division:** Electric

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

**Nature of Complaint:**

(\*\*\*\*\*REFERRAL FROM COMMISSIONER PAUL NEWMAN'S OFFICE\*\*\*\*\*)

From: Paul Bauer [mailto:[REDACTED]]  
Sent: Wednesday, June 17, 2009 1:11 PM  
To: senior\_management; Newman-Web  
Subject: Failure to plan for the inevitable or "Passive-Aggressive"?

Arizona Corporation Commissioner  
**DOCKETED**

**JUL - 6 2009**

DOCKETED BY [Signature]

Mr. Jack Blair:

Too bad SSVEC refused to be proactive on this subject.

The rule has been in discussion for years.

A responsible public service entity would have had a plan in place.

What else has SSVEC failed to plan for?

SSVEC chose to delay as long as possible.

It's a shame for SSVEC and it's a shame for the membership.

Now we wait to find out how onerous the SSVEC tariff will be for members who endeavor to participate.

It appears that the COOP model fails due to parochial resources and interests.

Clearly, being small SSVEC thinks and acts small.

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I believe SSVEC should be annexed by one of the larger public utilities such as APS or SRP.

I see efficiencies with no downside to COOP members.

Paul Bauer  
SSVEC Member  
\*End of Complaint\*

**Utilities' Response:**

na  
\*End of Response\*

**Investigator's Comments and Disposition:**

6/18- I called customer @ 11:38 a.m. and left him a voice mail message that I was assigned to handle his issue with SSVEC. I now await his return phone call.  
\*\*\*\*\*

I received a return call from Mr. Bauer. Mr. Bauer is in not happy that SSVEC was not ready with their "plan" as SSVEC has been aware of this proposed Net Metering ruling that would probably be affecting them. Customer just frustrated in how SSVEC takes a back seat approach and does not care about its customers as they are more interested in protecting their monies.

Customer said he would like his Opinion docketed so that the Commissioner will be able to read his concerns.  
\*\*\*\*\*

6/30 Customer's Opinion filed under Docket No. E-01575A-08-0328 so that the Commissioners will have an opportunity to read Mr. Bauer's concerns regarding the Net Metering rules and the delay into having a plan ready from SSVEC.  
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6/30-  
I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Sulphur Springs Valley Electric Cooperative, Inc. - Docket No. E-01574A-08-0328. FILE CLOSED.  
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\*End of Comments\*

**Date Completed: 6/30/2009**

**Opinion No. 2009 - 79814**

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