

E-01575A-08-0328



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Al Amezcua

Phone: (602) 542-0842 **A 10:** 48 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

ACCORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 - 82631

Date: 10/26/2009

Complaint Description: 09Z Rates/Tarriffs - Other
N/A Not Applicable

Arizona Corporation Commission
DOCKETED

NOV 13 2009

Complaint By: **First:** Sue **Last:** Downing

Account Name: Sue Downing

Home: (000) 000-0000

Street: HC 1 Box 197

Work: (000) 000-0000

City: Elgin

CBR: 520-455-4662

State: AZ **Zip:** 85611

is: Business

Utility Company: Sulphur Springs Valley Electric Cooperative, Inc.

Division: Electric

Contact Name: Lainie Keltner

Contact Phone: (520) 515-3440

Nature of Complaint:

Referred by Chairman Mayes office cc'd Commissioners Pierce, Stump, Kennedy and Newman.

October 18, 2009

Re: E-01575A-08-0328

Dear Chairperson Mayes and Commissioners Pierce, Stump, Kennedy and Newman:

I read with complete dismay the newspaper article published in the Sierra Vista Herald on October 15, 2009, titled Regulators to Reconsider Utility Line Case. The unprofessional, cutting remarks made by Jack Blair, spokesperson for SSVEC, truly represents the relationship that SSVEC has promulgated in our community. They continue to alienate and insult their members, while attempting to cram down our throats an unproven and expensive 69kV line, without explanation.

For months I have been one of many community members who has attended SSVEC Board meetings and pleaded with them to partner with the community and work toward a solution that meets all needs. We are met with hostility and rudeness. They typically go into executive session soon after we arrive. Since I have been unable to understand how these decisions are being made, I requested copies of the Board meeting minutes after reading on the SSVEC website that copies of the minutes were available at all SSVEC offices. I found this not to be the case. The following day Mr. Huber's administrative assistant called me to inform me that Mr. Huber would need to approve the request, but first I would need to provide a notarized confidentially agreement and be charged copy and administrative fees. I can not help but to wonder what they are hiding from their members. I have also requested information on the proposed 69kV line and their DSM program. My emails have been answered by SSVEC managers, including Jack Blair, with insulting and insufficient answers. Any contact with the Board members is similar. It is evident that they resent any interest from the community or the ACC. They want to do what they want, without interference. I question their motives in constructing this 69kV line, which is why the community asked for public meetings and an independent feasibility study.

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As one of the community members who met with the TRC engineers to assist in writing the RFP, I can honestly say SSVEC is attempting to control the outcome of the feasibility study. It was my impression that ACC ordered community input and meetings in an attempt to encourage constructive interaction between SSVEC and the community. SSVEC will not even allow us to have a final copy of the RFP that we helped to write. Since SSVEC (really the co-operative members) are footing the bill, they have restricted what information can be provided to the 3rd party consultant while carefully orchestrating what data they want the consultants to use. The tight timeline and lack of public input defeat the purpose of the feasibility study.

SSVEC should not be allowed to continue to operate in this manner. Their fiscal irresponsibility and poor management choices are affecting our co-op members, our service, our rates and the co-operative's financial stability.

Sincerely,

Sue Downing
HC 1 Box 197
Elgin, AZ 85611
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/26/09 Voice mail message

I left a detailed voice mail for Ms. Downing at 520-455-4662. I advised her I was calling on behalf of Chairman Mayes office and the four Commissioners. Her opinion was received and will be docketed for the record with Docket Control. CLOSED.

End of Comments

Date Completed: 10/26/2009

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