

# E-01575A-09-0453



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: [REDACTED]

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84229

Date: 1/12/2010

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

Complaint By: First: Deborah Last: Fain

Account Name: Deborah Fain

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Sulphur Springs Valley Electric Cooperative, Inc.

Division: Electric

Contact Name: Lainie Keltner

Contact Phone: (520) 515-3440

Nature of Complaint:

1/12/10\*\*\*\*\* REFERRED FROM THE CHAIRMAN'S OFFICE , ALSO sent to all Commissioners  
\*\*\*\*\*

Sulphur Springs Valley Electric Cooperative No. E-01575A-09-0453

Dear Honorable Chairman Mayes and Commissioners,

Before Christmas I received a copy of a 6 page personalized letter from Jack Blair. The letter so incensed me that I wrote a letter at the time complaining about the accuracy of the letter as well as the cost which, as a member, I pay.

Then after Christmas SSVEC made a recorded phone message referencing a power outage that had occurred and how it wouldn't have happened if they would have had the substation in and extrapolated hours of outage, like over 6,000 hours of outage time.

This winter will probably go on record for being unprecedentedly warm. May people in our area have installed renewable energy solutions for some or all of their power needs. Many more residents are simply conserving. All-in-all I doubt our power needs are anywhere close to the demand of last year. I cannot believe that any outages we have are from increased demand. And, if SSVEC is claiming that, they should have to prove it. But accuracy of statements aside, I would request that this matter be looked into. Why is SSVEC spending co-operator dollars on propaganda mailing and mass phone calls? Why are they able to spend co-operator dollars to tell only one side of the issue? Why are they able to spend cooperator dollars on this type of thing when they can't pay the co-operators the promised rebates and have increased our rates for service. The residents of this community enjoy little if any cooperation from our "cooperative". At the very least I think an audit of SSVEC by some sort of oversight organization would be in order.

I would like to formally request an audit of SSVEC. Thank you.

Respectfully submitted,

RECEIVED  
JAN 12 P 12:22

Arizona Corporation Commission  
DOCKETED  
JAN 12 2010

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Deborah Fain

[REDACTED] Canyon Rd.

[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/12/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed:

Opinion No. 2010 - 84229

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