

E. 01575A-09.0453



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ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

47  
CO

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84313

Date: 1/15/2010

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

Complaint By: First: Deborah

Last: Fain

Arizona Corporation Commission  
**DOCKETED**

Account Name: Deborah Fain

Home: [REDACTED]

JAN 25 2010

Street: [REDACTED]

Work:

City: Patagonia

CBR:

DOCKETED BY [Signature]

State: AZ Zip: 85624

is:

Utility Company: Sulphur Springs Valley Electric Cooperative, Inc.

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*REFERRED FROM CHAIRMAN MAYES' OFFICE\*\*\*\*\*

From: Deborah Fain [REDACTED]  
Sent: Monday, January 11, 2010 12:09 PM  
To: Mayes-WebEmail; Pierce-Web; Newman-Web; Kennedy-Web; Stump-Web  
Subject: RE: SSVEC Complaint

2010 JAN 25 P 12:56  
RECEIVED

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 cooperators dollars on this type of thing when they

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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,

Deborah Fain



Patagonia, AZ 85624  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/21-10

I called customer @ 11:06 a.m. and let her know that I would have her Opinion docketed so that the Commissioners would have an opportunity to read her concerns. Customer was thankful for my call to her and that I will have her Opinion docketed. FILE CLOSED.

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1/21/10

Emailed to Guadalupe Ortiz in Phoenix to docket.

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1/21-10

Copied to Sheila Stoeller, Jennifer Ybarra, Antonio Gill, Katherine Nutt, Trisha Morgan, and Connie Walczak.

\*End of Comments\*

**Date Completed: 1/21/2010**

**Opinion No. 2010 - 84313**

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