

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

So in the case of the delay in rebate payments, I can understand someone being concerned that he/she will have to wait weeks/months before getting payments. Can that person understand that there are thousands of us who dutifully pay that surcharge each month to make the rebate possible in spite of not having an opportunity to take advantage of the very program we're all paying for?

I can understand someone being concerned about their view being obstructed by a few power poles (though I don't know how they can blame the cooperative when the cooperative purchased easements before the individuals built their homes). Can those individuals understand that each of us is paying for the upgrade and all the costs associated with continued outages and delays?

As a cooperative member I understand that each member deserves affordable, reliable electric power. I have no problem in helping to upgrade the system for members in Santa Cruz County given the current quality of their power reliability. After all, there are times when upgrades are made in my rural area and all the other members help pay for them. But there are mounting expenses that are coming about because a small group of individuals are blocking efforts by the cooperative to do its job as mandated by the Corporation Commission!

Please understand who ends up paying the bills and look out for us!

Thank you.

Wayne E. Crane
Cochise, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed
End of Comments

Date Completed: 1/26/2010

Opinion No. 2010 - 84470
