

**ORIGINAL**

**FORMAL COMPLAINT**



0000125652

LYNNELL LEVINGSTON

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AZ CORP COMMISSION  
DOCKET CONTROL

**BEFORE THE OFFICE OF ADMINISTRATIVE HEARINGS**

LYNNELL LEVINGSTON,  
Complainant/Plaintiff,  
vs.  
NAVOPACHE ELECTRIC COOPERATIVE  
Respondents/Defendants.

Case No.:  
**COMPLAINT**

E-01787A-11-0197

Arizona Corporation Commission  
**DOCKETED**

MAY 13 2011

DOCKETED BY [Signature]

**PARTIES**

**Navopache Electric Cooperative ("NEC")**  
1878 W White Mountain Blvd  
Lakeside, AZ 85928

"NEC" has violated the following "Commission Rules on Electric":

R14-2-208 A 1,2, B1,5, C1, D1,4.

R14-2-209 A1,2,3,4,5.

R14-2-212 A1,2,3,4,5a,b,c,d; B 2a,b,c,d, C1,2a,b,c,d,e, 3.

Additionally, the Arizona Corporation Commission ("ACC") did nothing to facilitate a resolution to this or prior complaints. There were actions the "ACC" could have taken but willingly and knowingly chose not to:

A.R.S. 40-321A; A.R.S. 40-421A; A.R.S. 40-424; A.R.S. 40-425A, B, C; R14-2-212 C1, 2a,b,c,d,e. Pursuant to the "ACC" rules, the "ACC" could have filed a complaint against "NEC" for their actions but chose not to.

1 **BACKGROUND INFORMATION**

2 On March 4, 2011, I sent a letter to the "ACC" requesting my informal complaint be elevated to  
3 a "Formal Complaint," since no one had done anything to resolve or investigate my numerous  
4 previous complaints (see exhibit 1) The most recent being in Oct. 2008. I attached documented  
5 proof of the actions of "NEC," all of which were ignored, as they were ignored in 2008. Neither  
6 "NEC" nor the "ACC" followed any of the Commission's rules on resolving complaints. I  
7 received an email from Sheila Stoeller acknowledging receipt of my letter *and* the documents  
8 attached (see exhibit 2). In her email, Ms. Stoeller stated, "Before a Formal Complaint is filed,  
9 we're going to look into these issues in a more thorough manner, since we last heard from you in  
10 2008." In 2008 the "ACC" did nothing with my complaint, the details of which are as follows:  
11 May 7, 12, 21, and 23 of 2008, I attempted to contact "NEC," at the Springerville office, to  
12 complain about my electric going off and on and my unusually high bill for one adult.  
13 "NEC" initiated SO Nbr. 332375 on 5/22/2008, which is questionable since I hadn't been able to  
14 contact anyone before that date. "NEC" came out (service order indicates 6/18/08) and informed  
15 me that there was a burned wire on the meter loop, and I was told I had to hire an electrician to  
16 fix it. "NEC's" SO Nbr 332375 (see exhibit 3, with my responses) notes, on 6/4/08, that they  
17 need to come out and meet the electrician and pull the meter so he can make the repairs. June 5,  
18 2008, Rex Walker, of Stars and Stripes Elec. Co., came to my residence and repaired the burned  
19 wire (see exhibit 4). Within 40 minutes of the electrician completing the repairs and "NEC"  
20 replacing the meter, the outages began again. I call "NEC" back and reported the outages. A  
21 technician from "NEC" came to my residence and placed a voltmeter on the meter and informed  
22 me that they would be back in a couple of days to remove it and analyze the information.  
23 "NEC" states on SO Nbr 332375 that I refused to allow this. However, in a letter to Michael  
24 Evans, Key Account Representative, dated October 8, 2008, I tell him that while the voltmeter  
25 was installed, for the entire month of July 2008, I did not have a single outage(see exhibit 5).  
26 This is a blatant false statement by "NEC." This letter also lists exact dates and times my  
27 electric went off and then back on in a few seconds:

1 May 23, 2008 – 4:10 a.m., 5:30 a.m., 5:58 a.m., 6:45 a.m., 8:08 a.m. This apparently was the  
2 reason for attaching the voltmeter.

3 Subsequently, my electric went off and on, after removal of the voltmeter as follows:

4 August 8<sup>th</sup> 7:35 a.m., August 20<sup>th</sup> 2:00 a.m., August 23<sup>rd</sup> sometime during the night because all of  
5 my clocks and electronic equipment was off and/or stopped when I got up in the morning.”

6 August 31<sup>st</sup> 9:35 a.m., Sept. 21<sup>st</sup> power off twice, didn't note the time, Sept 24<sup>th</sup> 9:15 a.m., Sept  
7 26<sup>th</sup> 8:10 a.m., Sept 27<sup>th</sup> 3:45 p.m., Oct 6<sup>th</sup> 12:35 p.m., Oct 8<sup>th</sup> 9:20 a.m.

8 On September 28, 2008, I sent a letter to Mr. Ernest G. Johnson, Director “ACC” (see exhibit 6),  
9 to which I received no reply.

10 “NEC” sent me a letter, **dated Oct 2, 2008** (see exhibit 11), in response to my power outage  
11 complaint. I placed a call to Mr. Evans on Oct 8, 2008, and was unable to speak to him; I left a  
12 voice message which was never returned. In Mr. Evans' letter he states that a recording  
13 voltmeter was left in place for several days, even though “NEC's” SO Nbr 332375 states that I  
14 refused to allow them to attach the voltmeter. He also states that his engineer, Chuck Moore,  
15 issued a work order #62784, “to add transformers, remove some open wire secondary and  
16 reconfigure the services.” Yet, on “NEC's” SO Nbr. 335017, it clearly states that work order  
17 number 62784 was **completed on 8/19/08** (see exhibit 7). How can this be a truthful statement  
18 when the Director of IT didn't order it until Oct 2008? In truth, this work was not done until Nov  
19 3, 2008 (see exhibits 8 and 9).

20 October 12, 2008, I filed a complaint with Consumer Affairs, to no avail, of course (see exhibit  
21 10). October 29, 2008, I sent a complaint to the “ACC” (see exhibit 12).

22 I was contacted by Ms. Lupe Ortiz, from the “ACC,” exact date unknown. However, her actions  
23 and behavior by Nov 29, 2008, motivated me to send her a letter (see exhibit 13), in which I  
24 voice my concerns about the way my complaint is being handled; the contents of this letter  
25 speaks for itself. I received no response to this letter. Again, on Dec. 29, 2008, due to the  
26 actions, and threats, of Ms. Ortiz, I found it necessary to write her another letter, since all of my  
27 voice messages went unanswered; Ms. Ortiz informed me that if I didn't “comply” she would  
28 close out my complaint and note it as *my* request (see exhibit 14).

1 From September 2008 to May 2009 the constant surges of electricity, every time it was turned  
2 off and then back on in a few seconds, caused a majority of my electronic equipment to quit  
3 working and I had to replace a lot of equip.(see exhibit 15, (11 pages)).

4 These outages continued daily with no further intervention by “NEC” or the “ACC.”

5 In April 2010, I purchased a battery backup system to protect my computer equip., (see exhibit  
6 16), as I had been forced to replace most of my computer components. This backup system  
7 keeps a running log of every power outage that attempts to surge through my system. I was  
8 unaware of this capability until I contacted the “ACC' regarding the same old complaint. On  
9 December 28, 2010, I sent a letter to Ms. Camille Smith, “NEC” (see exhibit 17). I did not  
10 receive a response, not so much as an acknowledgment that she received it. Jan. 31, 2011, I sent  
11 Ms. Smith an email inquiring about my letter (see exhibit 18), her response is included in this  
12 email. Even though my letter was forwarded to Mr. Plumb, I never heard from him, by  
13 telephone, letter, fax, or email, until March 29, 2011, notifying me of the “ACC's” decision (see  
14 exhibit 19), to which I have added comments to statements made by “NEC.” The “ACC” did not  
15 send me any correspondence regarding their “decision.” On March 31, 2011, I responded to Mr.  
16 Plumb's letter (see exhibit 20). April 22, 2011, I received an email from Sheila Stoeller (see  
17 exhibit 21), stating she was still waiting for “NEC” to respond to my letter of March 31, 2011.  
18 However, “NEC's” letter to me, dated **MARCH 29, 2011**, clearly states that the “ACC” decided  
19 that “NEC's” actions were “satisfactory.” On April 25, 2011, I sent a response to Ms. Stoeller's  
20 email to both “NEC” and to Ms. Stoeller (see exhibit 22).

21 On April 10, 2010, I purchased a battery backup system to protect my computer equipment from  
22 the constant surges going through it (see exhibit 25), as I had already replaced numerous pieced  
23 of electronic equip. This battery backup system keeps a running log of every outage or blackout  
24 that comes through my house. I sent a number of these logs to Ms. Stoeller and to Mr. Plumb  
25 and neither one of them addressed this issue, not once. I have included them in this complaint  
26 (see exhibit 23). The log that concerns me the most, and should have generated some action by  
27 the “ACC,” is the last log, dated April 8, 2011 (see exhibit 24). I questioned NEC and the  
28 “ACC” regarding the whereabouts of their investigations into exhibit 23 log dated 12/23/2010.

1 **The First Step:** If you have a complaint about a regulated utility, and have already attempted to resolve  
2 the issue with the utility, Consumer Services staff may be able to assist you. You can also fill out the form  
3 below and send or e-mail it to the Arizona Corporation Commission and a representative from our  
4 Consumer Services Section will contact you. They will also contact the utility for their perspective on the  
5 complaint. Current rules **allow the utility 5 days to respond to the Commission.** Certain circumstances  
6 require expedited handling and the Consumer Services staff will know if this applies to your complaint.

7 **Step 2 of the complaint process: If That Doesn't Work:** If after filing an informal complaint you and the  
8 company have failed to reach an agreement, *\*you and the utility may agree to arbitrate the issue before a*  
9 *representative of the Commission.* At arbitration you and the utility will present your respective views and  
10 proposed remedies for the problem. *\*\*The representative will write a non-binding decision reflecting what*  
11 *he or she believes is a fair resolution of the problem based in the information provided.*

12 *\*Arbitration was never offered. A telephone conference. No opportunity to present evidence.*

13 The "ACC" never wrote anything pertaining to this complaint, I received a letter from "NEC"  
14 telling me what the "ACC" had decided.

15 "NEC" failed to do or perform any of the following:

16 R14-2-208 A 1,2, B1,5, C1, D1,4.

17 R14-2-209 A1,2,3,4,5.

18 R14-2-212 A1,2,3,4,5a,b,c,d; B 2a,b,c,d, C1,2a,b,c,d,e, 3 (see exhibit 26).

19 Additionally, the representatives of the "ACC" have done nothing to facilitate the resolution of  
20 this on-going issue. They haven't even bothered to follow the Commissions own policies and  
21 procedures in dealing with complaints. A complaint that began almost 3 years ago and still goes  
22 unresolved is testament to that fact.

23 An additional complaint involves "NEC's" billing of my electric usage. Please review the  
24 attached "Usage Calculation," that represents the "National Average" of electric use for a family  
25 of **FOUR** (see exhibit 27). I have asked "NEC" to show me how to read the meter myself, to  
26 make sure we all get the same numbers; didn't happen! I have also asked "NEC" to explain how  
27 **ONE** adult, living in 1120 Sq Ft mobile home can use more electricity than a family of four, no  
28 response.

1 "NEC's" explanation to the "ACC" was a comparison to Phoenix summers, "Every winter her  
2 bills increase due to our cold weather same as the valley has high bills in the summer." This is  
3 not a "satisfactory" response.

4 When winter started in approximately Oct. 2010, I put a wood-burning stove into operation,  
5 bought firewood, and did not use my "electric" central heating for one hour during the winter,  
6 including to this present day. Yet, my electric bills are still \$160 a month. The bills in the  
7 summer also reflect in excess of \$100 a month. I don't use the furnace in the summer, I don't  
8 have A/C, or a swamp cooler. It is daylight until almost 9 p.m. So I'm not burning every light in  
9 the house.

10 "NEC" has stated to the "ACC" that I have an ERT meter, "which allows the meter reader to  
11 receive information from her meter from the road." Does her equipment see around 6' solid  
12 wood fencing? The meter cannot be read from the road, I checked!

13 In December 2010, I spoke to an "NEC" lineman, Mike Campbell, who informed me that what  
14 "NEC" was doing was pure harassment because, "There is equipment on their main lines that  
15 reads and records any outages like you are having. They didn't need to put a recording voltmeter  
16 on your meter, that's BS." Who would know better than a lineman?

17 **RELIEF SOUGHT:**

18 That "NEC" cease and desist this obvious harassment and stop turning my electric off and on!

19 That "NEC" reimburse me for all of the electronic equipment I have had to replace.

20 That I be compensated for the expense of preparing this complaint.

21 That my questionable "billing" be investigated.

22 That the "ACC" use the tools available to it to deal with this issue, i.e., A.R.S. 40-321A; A.R.S.  
23 40-421A; A.R.S. 40-424; A.R.S. 40-425A, B, C; R14-2-212 C1, 2a,b,c,d,e. Pursuant to the  
24 "ACC" rules, the "ACC" could have, and should have, filed a complaint against "NEC" for this  
25 behavior.

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Dated: May 12, 2011

Copy of this formal complaint  
mailed 5/12/2011, First Class Mail,  
postage prepaid, to:

Mr. David C. Plumb  
CEO, Navopache Elec  
1878 W White Mtn Blvd  
Lakeside, AZ 85928

By   
LYNNELL LEVINGSTON

March 4, 2011

Arizona Corporation Commission  
1200 W Washington St  
Phoenix, AZ 85007

Re: Navopache Electric Account #2575305

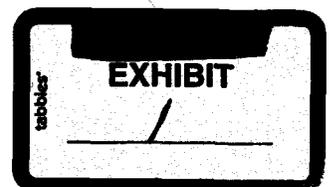
Dear Corp. Commission:

As you can see, by the numerous attachments to this letter, I have made numerous attempts to resolve childish behavior issues with Navopache Electric Coop. As can also be seen, all of my attempts have been futile; to the extent that your own employees have made themselves a part of the harassment I have suffered at the hands of Navopache, in addition to ignoring me completely. Now, it has escalated to the point of "Injury and abuse of an elderly person." I am disabled as well as meeting the category of an elderly person; I am 63 years old and on a fixed income.

I want to proceed to your "Step 3" and file a **FORMAL** complaint, in the hopes that an Administrative Law Judge will be more mature in dealing with the behavior of Navopache and the Corporation's employees. It should be obvious that NEC has/had no interest in resolving this issue so, mediation and arbitration would have been a waste of time.

One of my complaints regards the billing practices of Navopache, which I have been addressed since 1999, also to no avail. Recently, I have taken steps to lower my electric bill in the winter months, i.e., I have not used my electric furnace at all! I use two small electric space heaters and a wood-burning stove I have recently re-connected to use for heat. As you can see, by my last bill, it has made no difference in my bill whatsoever. I have never seen an employee of NEC actually come onto my property and physically read my meter. All requests I have made for NEC to come and show me how to read the meter myself have been refused. I have included my complete billing "history" for the past several years, which indicates a haphazard billing pattern, with arbitrary increases when the winter months approach and all during the winter months. Additionally, why would my electric bill be over \$100 in the summer? I do not have any electric cooling devices that I use, no swamp cooler or refrigeration as it is not required in this area. What is most suspicious is that I am the only person that lives at this service location. Someone needs to explain to me how ONE person can use all of this electricity!

After reviewing NEC's Internet site I discovered that a person named Camille Smith would be the individual to contact with my concerns. I sent her a letter on December 28, 2010. I did not receive so much as an acknowledgment that my letter was received. On January 31, 2011, I sent her an email inquiring about my letter. I received a reply to my email stating that my letter



had been forwarded to yet another person, Mr. Dave Plumb, CEO. It is now March 4<sup>th</sup> and I have heard nothing from this individual either.

I have included photos of the two electric heaters I use, along with the specifications of each unit, in case someone wanted to actually do something, like figure out approximately how much electricity this type of unit would use.

Included with this request that a formal complaint be filed I have sent actual documentation of how many times NEC has turned my electricity off and on. Since my letter to Camille Smith, in December 2010, I have had company that was at my residence and experienced first-hand my electricity being turned off for 1-3 seconds and then back on. Just long enough to send a surge through all of my electronic equipment. So, in addition to documented proof I have actual witnesses, since it is made clear that the burden of proof falls to me.

I look forward to hearing from your office expeditiously with a docket number for the filing of my formal complaint.

Sincerely,

  
Lynnell Levingston

Cc: Director, Office of Civil Rights, U.S. Dept. of Agriculture, Washington D.C.  
Administrator, Rural Utilities Service, Washington D.C.  
US Dept of Health and Human Services  
Dept of Economic Security, Division of Aging and Adult Services  
Dept of Economic Security, Adult Protective Services

Encls.



**ACC complaint**

Friday, March 11, 2011 12:54 PM

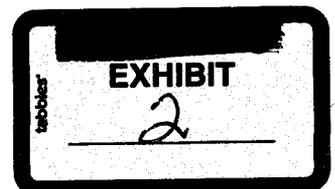
**From:** "Sheila M. Stoeller" <SMStoeller@azcc.gov>  
**To:** lthiebold@yahoo.com

Good afternoon, Ms. Levingston,

We are in receipt of your paperwork regarding Navopache Electric Cooperative. Before a Formal Complaint is filed, we're going to look into these issues in a more thorough manner, since we last heard from you in 2008. Should the response we get not be satisfactory, you can then notify us you want to file a Formal Complaint and we will send you the appropriate forms and directions for making the filing.

Sheila Stoeller  
Customer Service  
Utility Division  
AZ Corporation Commission

=====  
===== This footnote confirms that this email message has been scanned  
to detect malicious content. If you experience problems, please e-mail postmaster@azcc.gov  
=====



**NAVOPACHE ELECTRIC  
VOLTAGE CHECK REQUEST**

|   |                    |             |
|---|--------------------|-------------|
| Account: 2575305  | SO Nbr: 332375     | W/O#: _____ |
| Customer Nbr: 84994   | Srv Loc Nbr: 25753 | Cycle: 2    |
| <b>Taken By: 061mike      Date Taken: 05/22/2008      Needed By: 05/22/2008</b> |                    |             |

**Name:** LYNN LEVINGSTON      **Home Phone:** (928)333-2463 Ext.

**Service Address:** [REDACTED]      **Work Phone:** NONE LISTED

**Emergency Addr:** [REDACTED]      **Mobile Phone:** NONE LISTED

**Service Desc:** \_\_\_\_\_      **Mailing Address:**

**Subdivision:** COLTER SUBDIVISION      LYNN LEVINGSTON

**Service:** OH      **Block:** \_\_\_\_\_      **Lot:** 13

**Line Srv Area:** \_\_\_\_\_      **District:** Springerville Office

**Pole Number:** 081-121

**Substation:** 8      **Feeder:** 1      **Line Sect:** 80417

**County:** Apache County      **City:** Springerville

**Map Loc Nbr:** 651750      **Route:** 250      **Sequence:** 690

| Meter # | Secondary | Rate | Mult | Dials | LV Rdg | LVR Date   | KWH Rdg | KW Rdg | Date |
|---------|-----------|------|------|-------|--------|------------|---------|--------|------|
| 56938   | 34017347  | 01   | 1    | 5     | 54662  | 03/01/2011 |         |        |      |

| Trans # | Secondary   | Size | Phase | Bank # |
|---------|-------------|------|-------|--------|
| 20889   | 20407786310 | 25   | C     | 0      |

| Device # | Type | Description | Status | Map Location | Con/Repair/Dis/Rem |
|----------|------|-------------|--------|--------------|--------------------|
|          |      |             |        |              |                    |

**General Comments:**

customer complains of many short outages please install recording voltmeter  
 Dave Cox inspected service and found problem on the meter loop  
 he told Lynn at that time she needed to get an electrician  
 to replace meter loop  
 6/18/2008 MJE 061

6-5-08  
 \*THE ELECTRICIAN CAN VERIFY  
 PLACEMENT OF RECORDING VOLT METER ON  
 MY METER - WITHOUT A "REFUSAL"  
 already installed on 10/02/08

SEE ATTACHED!  
 These are Navopache's own records,  
 yet they blatantly lies & the Acc deems  
 this "Satisfactory"

**Service Comments:**

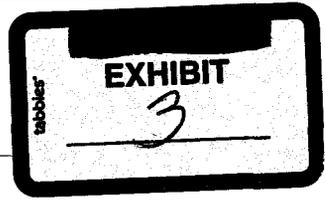
060408 need to pull meter for rex walker in am  
 Ms Levingston called the arizona corporation commission with a complaint  
 however I sent Jim Faulk over to install a recording voltmeter and leave it for  
 a months taking weekly readings  
 Ms. Levingston would not let Jim Faulk on her property  
 and told him that she didn't want to hear that the problem  
 was on her side.

10/29/2008 MJE

**Assessment/Field Comments:**

**Job Completed:** By: \_\_\_\_\_ Date: \_\_\_\_\_ **On Computer:** By: \_\_\_\_\_

**# of Prints:** 6      **Print Dt/Tm:** 03/14/2011 7:12:11 AM





Messages Prefs Help Log Out

National Bank OF ARIZONA

ACCOUNTS

BILL PAY

TRANSFERS

SERVICES

Balances

Activity

eStatements

Search

### View Transaction

Use this screen to view a cleared transaction.

#### Transaction Information

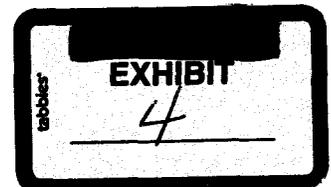
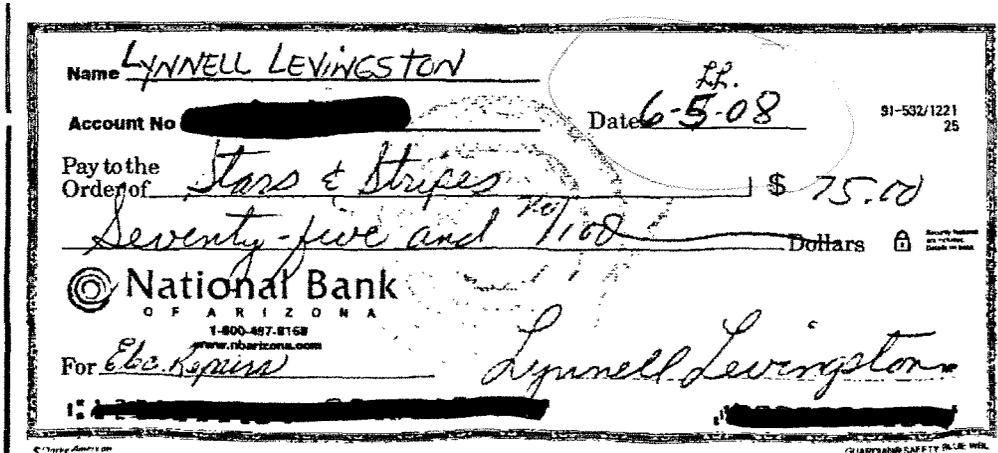
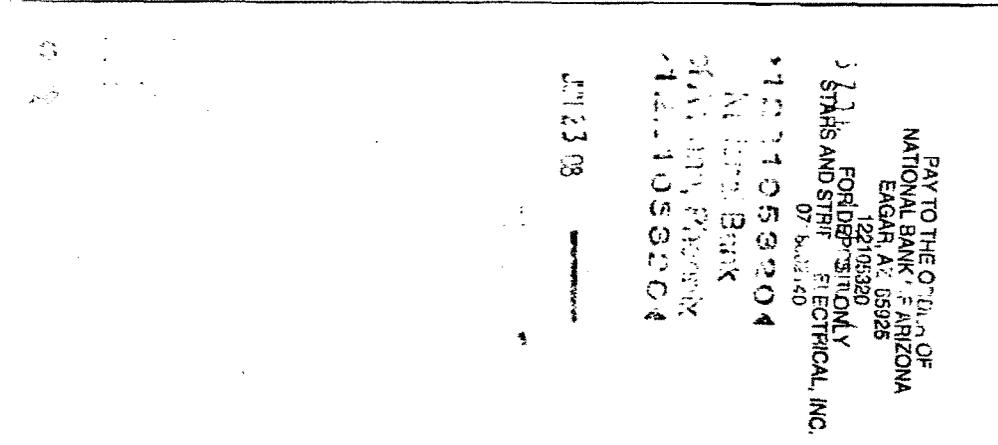
Description: CHECK  
 Account: Senior Checking - xxx-xx918-3  
 Transaction: Check  
 Date 06/23/2008  
 Cleared:  
 Amount: \$ 75.00

Date 06/23/2008  
 Initiated:  
 FI Reference 2008062404463185472  
 ID:

*Elec. Wire repair  
 "Rex" WALKER  
 STARS & STRIPES ELEC.*

We are pleased to offer your check images online. In order to maintain this service, there is scheduled maintenance every Saturday at 11:00 PM MT (10:00 PM PT) and on the last day of each month at 7:00 PM MT (6:00 PM PT). During this time, which typically lasts about six hours, your images may not be available. We apologize for the inconvenience this may cause.

#### Transaction Image



October 8, 2008

Mr. Michael Evans, Key Accounts Representative  
Information Technology Dept.  
Navopache Electric Co-Op., Inc.  
1878 W. White Mountain Blvd.  
Lakeside, AZ 85928

**Via Facsimile and First Class Mail**

Re: Account #2575305

Dear Mr. Evans:

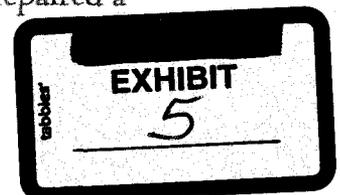
I have received your letter dated October 2, 2008, regarding the on-going problem with my electric being turned off and on (copy attached).

I found your letter to be vague and ambiguous at best, without providing me any information whatsoever. In fact, I found it to be completely pointless!

The first time I attempted to make contact with Navopache in Springerville, about this problem, was in May 2008. However, the problem had existed far longer, I just finally got sick of it, especially when my electronic equipment stopped working due to the constant power surges. I called the Springerville office on May 7, 2008, was put on hold and forgotten! I called again on May 12, 2008, at that time I was told that "Rita was out sick for the day and I would have to call back!" I called back on May 21, 2008, at 4:10 P.M. On May 23, 2008, my lights were turned off and then back on at the following times: (This is merely an example of the above described 'activities').

4:10 A.M  
5:30 AM  
5:58 AM  
6:45 AM  
8:08 AM.

It was determined, by a technician from Navopache, that the problem was MINE, and not that of Navopache. On June 5, 2008, a licensed Electrician repaired a



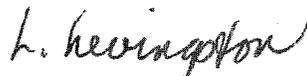
kind of dog and pony show, or length of time, to shut my electricity off permanently.

So, *when* exactly did Chuck Moore issue this Work order #62784? And, how do you anticipate that I will know when that job is completed, since you entirely omitted any pertinent information regarding this "Work order"? The way your letter reads, with little to NO information, and your invitation to call you with any questions when the 'job' is completed, you either don't anticipate that I will have any questions, or, it's exactly what it appears to be; a patronizing shut up and go away statement. I really don't deal well with having my intelligence insulted and/or having it assumed I am stupid, it makes me feel icky.

I have a suggestion, to permanently fix my "Power Quality" complaints: Permanently attach the recording voltmeter to my electric meter. It is obvious that while that device was on my meter I was allowed to have uninterrupted electricity. That way, no one will have to bother with writing pointless, insulting, patronizing, and condescending letters to me.

Thank you for your attention to this matter, and for returning my call.

Sincerely,

  
Lynn Levingston

Cc: Arizona Corporation Commission

Encl.

SEE ATTACHED

burned wire in the electrical box at the pole outside of my residence. Within a few hours of this repair the turning off and on of my electricity resumed. You might be wondering why I refer to this problem as my electricity "being turned off and on," however, maybe not, based on the contents of your letter, or the lack thereof. I will justify this description further in another part of my response to that letter.

When I notified Navopache that the problem still existed, that's when I was referred to you. A recording voltmeter was placed on my electric meter, however, not for "Several days," almost two weeks would be a more 'accurate' account. When a Navopache employee came and removed the device he stated, "The information this gathered will be interpreted and someone will advise you of the results." I *never* heard another word from anyone, and that was four months ago. In the meantime, my electric continues to be turned off and on. Now, the reason I state this in the manner that I do is because the entire time your recording voltmeter was attached to my meter there was *not one single* incidence of my electric being turned off and on. Although, the day after it was removed this activity was, yet again, resumed. During the entire month of July 2008, I was permitted to have uninterrupted electricity.

VOLTAGE METER ATTACHED TO METER - NOT REFUSED!

My electricity has subsequently been turned off and on as follows (dates are for 2008):

August 8<sup>th</sup> - 7:35 AM

August 20<sup>th</sup> - 2:00 AM

2:17 AM

August 23<sup>rd</sup> - Sometime during the night because all of my clocks and electronic equipment was off and/or stopped when I got up in the morning.

August 31<sup>st</sup> - 9:35 AM

September 21<sup>st</sup> - Power off twice (I failed to note the time)

September 24<sup>th</sup> - 9:15 AM

September 26<sup>th</sup> - 8:10 AM

September 27<sup>th</sup> - 2:45 PM

October 6<sup>th</sup> - 12:35 PM

October 8<sup>th</sup> - 9:20 AM

As you can see I have a valid complaint, again, maybe you don't. I intend to continue voicing this complaint until this activity is stopped!! I can guarantee, with absolute certainty, that if I didn't pay my bill for four months it would not take this

September 28, 2008

Mr. Ernest G. Johnson, Director  
Arizona Corporation Commission  
Utilities Division  
1200 W. Washington St.  
Phoenix, Arizona 85007

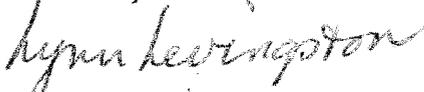
Dear Mr. Johnson:

I have sent two complaints to the AZ Corp. Commission since May 2008, both regarding the same issue: My electric being randomly turned off and then back on. I have enclosed a copy of my most recent complaint.

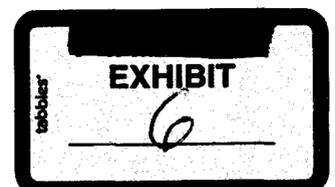
I would be most appreciative if someone could put a stop to this activity, as it has been now over two years that this has been occurring. I have spoken with my neighbors and they have stated they have NO problems with their electric, as I have described in my complaint.

Thank you for looking into this matter and putting a stop to this.

Sincerely,



Lynn Levingston  
417 S Tumbling T Drive  
Springerville, AZ 85938



**NAVOPACHE ELECTRIC  
VOLTAGE CHECK REQUEST**

Account: 2575305      SO Nbr: 335017      W/O#: \_\_\_\_\_  
 Customer Nbr: 84994      Srv Loc Nbr: 25753      Cycle: 2

Taken By: 061mike      Date Taken: 07/01/2008      Needed By: 07/01/2008

Name: LYNN LEVINGSTON

Home Phone: [REDACTED]  
 Work Phone: NONE LISTED  
 Mobile Phone: NONE LISTED

Service Address: [REDACTED]

Emergency Addr: [REDACTED]

Mailing Address:  
 LYNN LEVINGSTON  
 [REDACTED]

Service Desc:

Subdivision: COLTER SUBDIVISION

Service: OH      Block:      Lot: 13

Line Srv Area:      District: Springerville Office

Pole Number: 081-121

Substation: 8      Feeder: 1      Line Sect: 80417

County: Apache County      City: Springerville

Map Loc Nbr: 651750      Route: 250      Sequence 690

| Meter # | Secondary | Rate | Mult | Dials | LV Rdg | LVR Date   | KWH Rdg | KW Rdg | Date |
|---------|-----------|------|------|-------|--------|------------|---------|--------|------|
| 56938   | 34017347  | 01   | 1    | 5     | 54662  | 03/01/2011 |         |        |      |

| Trans # | Secondary   | Size | Phase | Bank # |
|---------|-------------|------|-------|--------|
| 20889   | 20407786310 | 25   | C     | 0      |

| Device # | Type | Description | Status | Map Location | Con/Repair/Dis/Rem |
|----------|------|-------------|--------|--------------|--------------------|
|----------|------|-------------|--------|--------------|--------------------|

**General Comments:**

Dave Cox reported burned up meter loop  
 She said she had an electrician replace  
 meter loop and is still having  
 small 2 to 3 second outages  
 all of the time  
 please inspect and set recording volt meter

**Service Comments:**

Service order 335017 Chuck Moore issued a Workorder #62784  
 to add transformers, remove some open wire secondary and reconfigure the services.

7/28/08

MJE

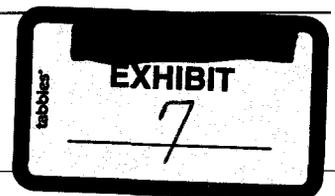
WO 62784 was completed 8-19-08. DJK

**Assessment/Field Comments:**

Job Completed: By: \_\_\_\_\_ Date: \_\_\_\_\_ On Computer: By: \_\_\_\_\_

# of Prints: 7

Print Dt/Tm: 03/14/2011 7:12:03 AM





11/03/2008 9:37 am





11/03/2008 9:41 am

tabbler  
**EXHIBIT**  
*9*

consumeraffairs.com  
*knowledge is power!*

## Thank you!

Thank you for submitting your consumer complaint. [Click here](#) to return to ConsumerAffairs.com.

The following information was successfully added to the ConsumerAffairs.com database

**Name**

Lynn Levingston

**Address:**

[REDACTED]

**Country:**

United States

**Home Phone**

[REDACTED]

**Work Phone**

[REDACTED]

**Email Address:**

[REDACTED]

**Company Name:**

Navopache Electric Cooperative, Inc.

**Company Contact:**

Michael Evans

**Company Address:**

1878 W. White Mountain Blvd.  
Lakeside AZ 85929

**Country:**

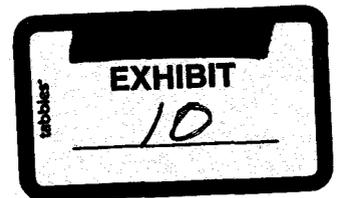
United States

**Company Phone**

928-368-1288

**Incident**

October 8, 2008 Mr. Michael Evans, Key Accounts Representative Information Technology Dept. Navopache Electric Co-Op., Inc. 1878 W. White Mountain Blvd. Lakeside, AZ 85928 Via Facsimile and First Class Mail Re: Account #2575305 Dear Mr. Evans: I have received your letter dated October 2, 2008, regarding the on-going problem with my electric being turned off and on (copy attached). I found your letter to be vague and ambiguous at best, without providing me any information whatsoever. In fact, I found it to be completely pointless! The first time I attempted to make contact with Navopache in Springerville, about this problem, was in May 2008. However, the problem had existed far longer, I just finally got sick of it, especially when my electronic equipment stopped working due to the constant power surges. I called the Springerville office on May 7, 2008, was put on hold and forgotten! I called again on May 12, 2008, at that time I was told that "Rita was out sick for the day and I would have to call back!" I called back on May 21, 2008, at 4:10 P.M. On May 23, 2008, my lights were turned off and then back on at the following times: (This is merely an example of the above described 'activities'). 4:10 A.M 5:30 AM 5:58 AM 6:45 AM 8:08 AM. It was determined, by a technician from Navopache, that the problem was MINE, and not that of Navopache. On June 5, 2008, a licensed Electrician repaired a burned wire in the electrical box at the pole outside of my residence. Within a few hours of this repair the turning off and on of my electricity resumed. You might be wondering why I refer to this problem as my electricity "being turned off and



on," however, maybe not, based on the contents of your letter, or the lack thereof. I will justify this description further in another part of my response to that letter. When I notified Navopache that the problem still existed, that's when I was referred to you. A recording voltmeter was placed on my electric meter, however, not for "Several days," almost two weeks would be a more 'accurate' account. When a Navopache employee came and removed the device he stated, "The information this gathered will be interpreted and someone will advise you of the results." I never heard another word from anyone, and that was four months ago. In the meantime, my electric continues to be turned off and on. Now, the reason I state this in the manner that I do is because the entire time your recording voltmeter was attached to my meter there was not one single incidence of my electric being turned off and on. Although, the day after it was removed this activity was, yet again, resumed. During the entire month of July 2008, I was permitted to have uninterrupted electricity. My electricity has subsequently been turned off and on as follows (dates are for 2008): August 8th - 7:35 AM August 20th - 2:00 AM 2:17 AM August 23rd - Sometime during the night because all of my clocks and electronic equipment was off and/or stopped when I got up in the morning. August 31st - 9:35 AM September 21st - Power off twice (I failed to note the time) September 24th - 9:15 AM September 26th - 8:10 AM September 27th - 2:45 PM October 6th - 12:35 PM October 8th - 9:20 AM As you can see I have a valid complaint, again, maybe you don't. I intend to continue voicing this complaint until this activity is stopped!! I can guarantee, with absolute certainty, that if I didn't pay my bill for four months it would not take this kind of dog and pony show, or length of time, to shut my electricity off permanently. So, when exactly did Chuck Moore issue this Work order #62784? And, how do you anticipate that I will know when that job is completed, since you entirely omitted any pertinent information regarding this "Word order"? The way your letter reads, with little to NO information, and your invitation to call you with any questions when the 'job' is completed, you either don't anticipate that I will have any questions, or, it's exactly what it appears to be; a patronizing shut up and go away statement. I really don't deal well with having my intelligence insulted and/or having it assumed I am stupid, it makes me feel icky. I have a suggestion, to permanently fix my "Power Quality" complaints: Permanently attach the recording voltmeter to my electric meter. It is obvious that while that device was on my meter I was allowed to have uninterrupted electricity. That way, no one will have to bother with writing pointless, insulting, patronizing, and condescending letters to me. Thank you for your attention to this matter, and for returning my call. Sincerely, Lynn Levingston

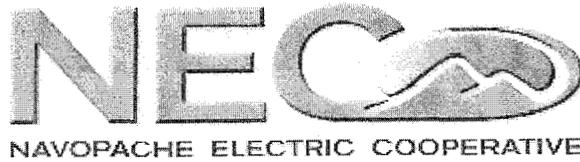
**Damage Resulting**

Fried electronic equip.; TV, VCR, DVD player. Heart disease and left without access to EMS; phone requires electricity to function.

**Have Lawyer Contact Me**

Y

Thank you for your submission. You should receive an e-mail confirmation shortly



Thursday, October 02, 2008

Lynn Levingston;  
[REDACTED]  
[REDACTED]  
[REDACTED]

Account # [REDACTED]

Ms. Levingston;

Recently you had contacted me with a Power Quality complaint.  
After having your service entrance replaced you are still having 2 to 3 second outages.

Our Serviceman checked out your service and left a recording voltmeter in place for several days.

Our Engineer, Chuck Moore has issued a Work order #62784, to add transformers, remove some open wire secondary and reconfigure the services.

If you have any questions, when that job is completed please don't hesitate to call me.

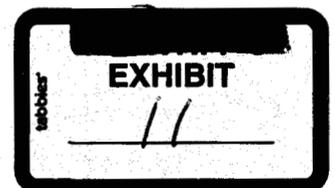
Thank you

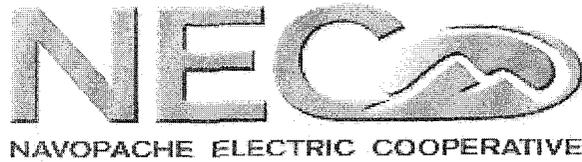
*Michael J Evans*

NAVOPACHE ELECTRIC COOPERATIVE

*Michael J Evans*  
*Key Accounts Representative*  
*Information Technology Department*  
*Navopache Electric Co-op. Inc.*  
*(Work) 928-368-1274*  
*(Cell) 928-242-3092*  
*(E-mail) mevans@navopache.org*

*Called*  
*10/8/08*  
*9:20 AM*  
*left voice mail*





### VOLTAGE COMPLAINT PROCEDURE

- All voltage complaint calls will be directed to Mike Evans in the IT department.
- The Service Order will originate in the IT department. After the job has been completed return the service order to the IT department so Mike Evans can close out the Service Order.
- Dispatch will no longer be involved with Voltage Complaints. Dispatch will forward after hour complaints to Mike Evans voicemail.
- The IT department will investigate the complaint. They will inspect the service, meter socket, check voltage and determine if and what, recording Instruments need to be installed. After a complete investigation, they will review the findings and determine if there is a problem, if so weather it is on the Utilities side or the consumer's side.
- If the problem is on the Navopache side, the complaint will then be given to Area Representative / Foreman II to investigate.
- If the Area Representative / Foreman II find a problem other than hardware, the voltage complaint will then be given to Engineering to investigate.
- Engineering will investigate the problem through coordination/cooperation with Operations.
- After the problem has been reasonably resolved, the voltage complaint will then be given back to the IT department to follow through with the customer by phone and/or by letter. Area Representative / Foreman II will also be notified.
- If the problem is on the consumer's side, the IT department will follow up with the consumer by phone and/or by letter. Representative / Foreman II will also be notified.

*Mailed*  
*9-29-08*

## Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

This form may be completed electronically, printed and mailed to:  
Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.  
Phoenix, Arizona 85007

Step 1

Before submitting a complaint to the ACC please visit this [link](#) to determine if the Commission regulates this service. If the company is regulated, please contact the company first. If you have already contacted your utility and are not satisfied with its response, please fill out this form and return the address above.

Step 2

|   |  |
|---|--|
| YOUR NAME<br>Lynn Levingston                      | DATE<br>9/28/08  |
| ADDRESS, CITY, STATE AND ZIP<br>[REDACTED]        | PHONE (HOME)<br>[REDACTED]   |
| NAME THAT APPEARS ON THE BILL<br>Lynn Levingston  | ALTERNATE PHONE (DAYTIME)<br>[REDACTED]  |
| NAME OF THE UTILITY COMPANY<br>Navopache Electric | ACCOUNT NUMBER<br>2575305  |
| E-MAIL ADDRESS<br>[REDACTED]                      | CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/> |

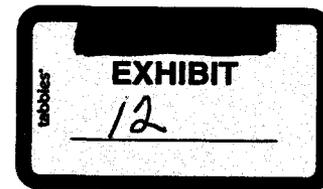
Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

This is my second complaint regarding the same issue; my electric being randomly turned off for a second or two and then turned back on. I have addressed this issue with Navopache on NUMEROUS occasions. The most recent I believe was in May 2008. Their technician came out and discovered a burned wire in the electrical box outside on the pole. I hired a licensed electrician to make the repair. My lights continued to go off, so, I called Navopache back and they put some phony-looking voltage something-or-other on my meter, left it there for 2 weeks, came and took it off, and I haven't heard from them since. However, my electric CONTINUES to be randomly turned off. I would like someone to put a STOP to this activity, and soon!

Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.



November 29, 2008

Ms. Lupe Ortiz  
Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, Arizona 85007

Re: Navopache Electric Complaint

Dear Ms. Ortiz:

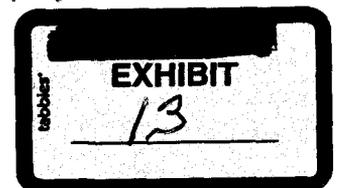
I am responding to your most recent phone message, regarding my 'concerns' about the complaint I filed pertaining to Navopache Electric, and whether or not you are actually attempting to resolve these issues, or, make me sorry I filed the complaint. Since it appears that you have a voice mail for appearances only, and are never available to speak to me, I am writing this letter.

I am getting conflicting information from at least three sources; You, Mike Evans, and the Navopache employees that come to my residence. It didn't seem to be an issue worth investigating when it was revealed that Navopache in fact lied to your Commission about all of the so-called work they had done in August of this year. When, in fact, NONE of it was done. You gave me this information from documents you received from Navopache. Thus, my suspicions that you are not motivated to actually resolve my complaint.

Navopache finally did do the work they had previously lied about, and, at the same time, attached another one of their voltage recorders to my electric meter. The explanation I was given was that they would "read" the recorder once a week, reset it, and carry on. However, this has not been done. In addition, they have placed a voltage recorder on the neighbors' meter, for what they have yet to be able to explain. I sent you a previous letter, expressing my suspicions about how this voltage recording activity was being handled. You opted not to reply; which reinforced my belief you have been disingenuous about resolving this complaint.

Recently, Navopache has returned to my residence every week for the past three weeks, to remove one recorder and replace it with another. Supposedly because their equipment would not read the device "In the field." I have been informed that it was, in fact, YOU that requested the recorder be placed on my meter for 30 days and read weekly!

The last time Navopache came to my residence I was not at home. When I returned they were still on my property, having entered through a gate that was clearly marked "NO TRESPASSING!" The gate was left standing open and the two employees were



once again 'messing' around with this so-called voltage recorder. Not only did these employees criminally trespass onto my property, they also shut off the power to my house, not giving me the opportunity to shut down my computer equipment before they did so. Now, do you really think I have any reason whatsoever to believe that any one of you is actually attempting to resolve this? Right, I don't. So, I am taking all of the documentation I have, including letters, recorded phone calls, etc., and sending it to the Securities Commission. Maybe they will be a little more sincere about putting a stop to what has evolved into blatant harassment.

I would also like to add: Since I filed this complaint my electric bill has increased by \$30 a month!

Regards,

  
Lynn Levingston

December 29, 2008

Ms. Lupe Ortiz  
Arizona Corp. Commission  
1200 W. Washington St.  
Phoenix, AZ 85007

Re: Navopache Electric Complaint

Dear Ms. Ortiz:

*This would suggest that the  
Voltage meter recording device was  
attached approximately during the  
time Ms. Garsha stated I refused to  
allow Jim Gault onto my property.  
See work order marked 20  
10/29/08*

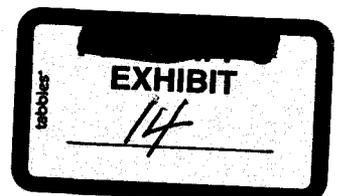
I am writing to request that you immediately cease the harassment you have ordered, in an attempt to resolve voltage issues I initially complained about. Per our 'recorded' telephone conversation, you informed me that your engineer needed 30 days' worth of readings from this device that has been attached to my electric meter. That time has long passed and the complaint process has degraded to nothing more than harassment and an invasion of my privacy every Monday!

So, proceed with your threat to close out my complaint, per my request. If Navopache wants to turn my lights off and on, so be it! YOU WIN!

I also wanted to comment on the fact that you also have violated my privacy by handing out my phone number to Navopache, when I expressly requested that you keep it confidential. You didn't have integrity enough to ask for my permission, or, to bother to tell me you had handed out my unlisted number without my consent. I think there are privacy laws in this country, right?

Regards,

Lynn Levingston  
[REDACTED]  
[REDACTED]



Acct. #: 0297083453 Ord. #: W417158001019  
Bill To: LYNN LEVINGSTON

Ship To: LYNN LEVINGSTON  
SPRINGERVILLE, AZ 85938

| WFL      | QTY | ITEM NO   | DESCRIPTION                            | UNIT PRICE | EXTENDED PRICE |
|----------|-----|-----------|--|------------|----------------|
| DA170303 | 2   | 0261-8018 | 007-1024N5 PC6400 DDR2 800MHZ Gold XTE | 28.99      | 57.98          |

09/08/08 WEB809 00 09/08/08 0016943982 49 04  
\*\*\* Rebates available at <http://www.tigerdirect.com/rebates>  
Be sure the product is working and you intend to keep it before filing for rebates. Products missing UPC codes from the box are not returnable and will be rejected or subject to a restocking fee.

Net Product \$ 57.98  
P & H 6.99  
Total Shipment \$ 64.97  
Amt Charged to PP 64.97

ACCOUNT REP:

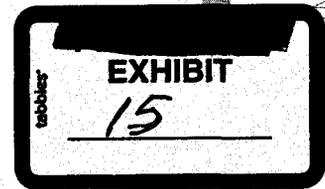
*10 more receipts available -*



175 AMBASSADOR DRIVE NAPERVILLE, IL 60540  
PH: 800.888.6111 FAX: 305.415.2202

LYNN LEVINGSTON  
(928) 333-2463  
417 S TUMBLING T DRIVE  
SPRINGERVILLE AZ 85938

Order# W41715800101





United States

United States English

By Schneider Electric

Online Store

Order Status View Cart Login

Home Products Support Selectors How to Buy Learning My Profile

Need Assistance? 1-800-800-4272

Order Actions

Cancel Order

Printable Invoice

Email Invoice

Order Details

Order Number: 1913001
Order Date: Saturday, April 10, 2010 6:13:01 AM (EST)
Status: In Process (Authorized)
Contact Email: lthiebold@yahoo.com
Order Placed By: Guest Shopper

Table with columns: SKU, Description, Qty, Unit Price, Total Price. Row 1: BE550G, APC Back-UPS ES 8 Outlet 550VA 120V, 1, \$59.99, \$59.99. Summary: Subtotal: \$59.99, Shipping/Handling: \$7.00, Total(USD): \$66.99

Payment Information

Payment Method: Credit Card
CC Type: Visa
Credit Card Number: [Redacted]
CC Authorization #: [Redacted]

Shipping Information

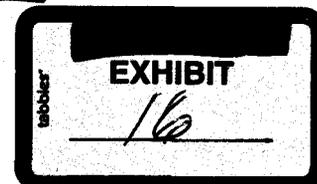
Shipping Method: Standard Shipping (3-5 business days)
Ship From: American Power Conversion, United States
Shipped date: N/A

Bill-to address

First Name: [Redacted]
Last Name: [Redacted]
Address Line 1: [Redacted]
City: [Redacted]
State/Province: AZ
Postal Code: [Redacted]
Country/Region: United States
Phone: [Redacted]

Ship-to address

First Name: Lynnell
Last Name: Levingston
Address Line 1: [Redacted]
City: [Redacted]
State/Province: AZ
Postal Code: 85938
Country/Region: United States
Phone: [Redacted]



December 28, 2010

Ms. Camille Smith  
Manager of Human Resources, NEC  
1878 W White Mountain Blvd.  
Lakeside, AZ 85929

Re: Acct #2575305

Dear Ms. Smith:

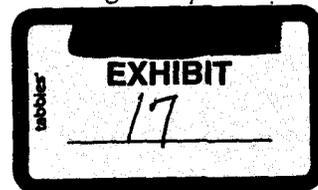
I have no ill-conceived ideas that my concerns will be handled in any manner other than they have always been handled, but, I need to persist with my demand that the behavior of NEC towards me personally and my billing cease immediately.

I have lived at this service address for 13 years and had my electric account with NEC for as long. Not that it should make a difference but, like all people, I have had several tough times and my account history reflects that. However, my concerns are far more serious than that.

If you will review the enclosed information I believe that you will get a "feel" for what NEC has been putting me through since 2008, and before. Mainly, the turning off and on of my electric, just long enough to harass me and fry some of my electrical equipment, most importantly, my computer equipment and peripherals. I have also enclosed the financial burden I have suffered as a result of this cruel and abusive behavior. Although, the emotional torment of the harassment far outweighs the financial damages.

When I initially contacted NEC, regarding this problem, I did not have the tangible evidence that this behavior was occurring. However, since then I have had to install a powerful UPS Battery back-up system, to protect my computer equipment, and fortunately it logs every power outage to my house. As you can see by the system log, in the past 24 weeks NEC has turned my electric off and then back on a total of 34 times. Do you believe that this is normal? I have recently spoken to one of NEC's linemen and was informed that NEC has equipment already installed to detect power problems and that the so-called voltage recorder that was attached to my meter was pure and unadulterated harassment. NEC personnel wandered on and off of my property at will, harassing me to the point of near madness. Their excuse, and they used it well, was that the equipment was theirs and they could come on my property anytime they wanted to. Instead of fixing the problem they chose to harass me.

Right about now you will be wondering why I believe this to be "personal." Because, when this harassment started was very close to legal events, lawsuits, and court actions initiated against the Town of Springerville by the residents of my street and me, i.e., retaliation! In addition, I had filed a complaint with the Az Corp Commission in Sept 2008, when I could not get any



satisfactory results from NEC directly. The AZ Corp Commission joined in the harassment, as you can see by the letter I wrote to their representative, Ms. Ortiz. NEC did not inform me of my rights or any subsequent actions I could take to resolve this problem. They merely ramped up their harassment.

I also have serious questions regarding my billing. I am the only person that lives at this service address and it seems suspicious that in October my electric bill mysteriously jumps to, and over \$200 in some cases. This has been an on-going concern that I have approached NEC with since 1998. Nothing is ever done! I have paid a licensed electrician to test my house and appliances, looking for possible large draws of power, with a negative result.

NEC came to my property in Nov. 2008, with a big show of "We're going to fix your electric problem," I documented this sensationalized event with photos. They ran all over my property with their heavy equipment and tore down a section of fencing before it was all over.

I intend to file a formal complaint with the AZ Corp Commission. Since it is conducted as a court case it is my belief that presented with the evidence I have accumulated, the Commission will be forced to put a stop to this ridiculous and childish behavior. Unless, of course, you actually are a manager and have the remotest authority to put a stop to this. I also intend to send a copy of this "history" to the US Gov't Division of Aging and Adult Services. I am an elderly citizen as well as disabled.

Thank you for your attention to this matter.

Sincerely,



Lynn Levingston

[REDACTED]

[REDACTED]

Phone: Unlisted

Cc: Office of Civil Rights, US Dept. of Agriculture  
US Dept of Health and Human Services  
Dept of Economic Security, Division of Aging and Adult Services  
Dept of Economic Security, Adult Protective Services



Monday, February 7, 2011 5:36 PM

RE: Letter Re: Acct #2575305

From: "Camille Smith" <CSmith@navopache.org>  
To: "Lynnell" [redacted]  
2 Files (13KB)



~WRD000.j; image003.j;

Dear Ms. Levingston,

I have been out of the office the past week and apologize for not responding earlier. I have forwarded your letter, et al, to the CEO. Future correspondence concerning this matter should be directed to Navopache Electric Cooperative's CEO, Mr. Dave Plumb.

Respectfully,

CamilleSmith

From: Lynnell [mailto:[redacted]]  
Sent: Monday, January 31, 2011 7:13 AM  
To: Camille Smith  
Subject: Letter Re: Acct #2575305

Dear Ms. Smith:

On Dec 28, 2010, I sent you a letter, with a number of attachments, regarding my account and concerns about the behavior of NEC employees. The letter was sent to you because the website said you were the manager that dealt with my issues.

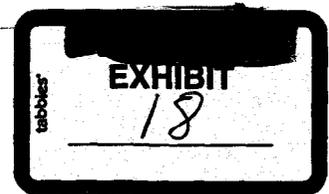
As I stated in the opening of my letter, I had no ill-conceived ideas that my concerns would be addressed, much less resolved. You have not disappointed me! Your total lack of interest is what I have come to expect from NEC, along with the relentless harassment.

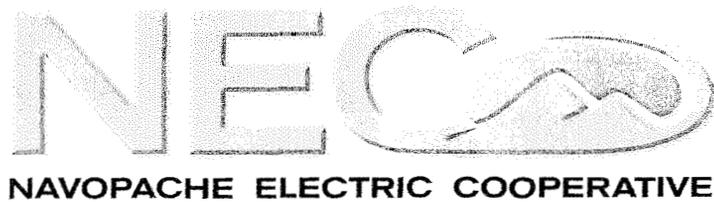
I wanted to thank you for continuing the attitude that has been directed towards me for a number of years now, by completely ignoring my letter. Not so much as the decency to acknowledge that you received it. Maybe the organizations I sent copies of my letter to will respond more professionally than anyone at NEC has.

Lynn Levingston

Image removed by sender.

What great thing would you attempt if you knew you could not fail?!





March 29, 2011

Lynnell Levingston

[REDACTED]  
Springerville, AZ 85938

RE: Complaint No. 2011-93820

Dear Ms. Levingston:

Arizona Corporation Commission investigator Sheila Stoeller reviewed Navopache Electric Cooperative's response to your complaint referenced above and found the explanation of NEC's attempts to address your concerns satisfactory. She asked that we send to you the documentation we provided to her, and those documents are attached.

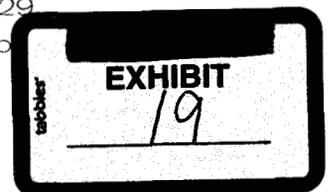
If you have questions regarding the information provided, please feel free to call me at 928-368-1209.

Sincerely,

David C. Plumb  
Chief Executive Officer

1878 West White Mountain Boulevard • Lakeside, Arizona 85929  
(928) 368-5118 • (800) 543-6324 • Fax (928) 368-6038 • www.navop

A Touchstone Energy Cooperative





Navopache Electric Cooperative, Inc.  
1878 W White Mountain Blvd, Lakeside, AZ 85929  
Fax # 928-368-1275  
1-800-543-6324

# Fax

**To:** ACC - Attention: Sheila Stoeller      **From:** Marian Garsha 928-368-1218  
**Fax:** 602-542-2129      **Pages:** 12  
**Phone:** 602-542-4143      **Date:** 3-14-2011  
**Re:**      **C:**

**Urgent   Review                      Please Comment                      Please Reply                      Please Recycle**

**For Case # 2011 93820                      Lynnell Levingston**

I am sending you a complete history of this members monthly bills as well as customer requests that we have received in the past to address her concerns.

- 1. She was on the Time-of-use rate until 12-27-2006 and it was saving her money but she requested that be removed and a regular meter was installed. (SO Nbr 300962) *I had it REMOVED due to being \*NO HEAT from 9 AM to 8 PM - WINTER had sub-ZERO TEMPS, \*Charged a penalty for use outside prescribed time limits.*
- 2. In May 2008 she was having a problem with short outages and we found a problem with her meter loop. She refused to let us install a voltmeter to monitor for outages. (SO Nbr 332375). *this is a lie! SEE LETTER DATED 11-29-2008 (ATTACHED) AND WORK ORDER DATED 7/8/08*
- 3. *Reported in June 08* In July 2008 (SO Nbr 335017) was created and it was reported a burned-up meter loop. She reported a meter loop replacement and still having short outages. We issued a WO 62784 to add transformers and removed some open secondary and the service was reconfigured. WO 62784 was completed on 8-2008. *SHE'S MAKING THIS UP - IF NOT SHE WOULD HAVE THE ACTUAL DATES THESE ACTIVITIES OCCURRED - AS I HAVE - SEE ATTACHED*
- 4. July 2008 there was a problem with a low hanging wire. It was noted to be a cable TV wire. *PHOTOS WITH*

In regard to why the Member never sees anyone on her property, she does have an ERT meter which allows the meter reader to receive information from her meter from the road.

*DATES OF WORK!*

While it is impossible for us to know what each item in her house is using we do offer a kil-a-watt device she can borrow and use to record usage for any device that plugs into a 110- outlet. This device is available at our Springerville office and can be borrowed for 30 days. This would help her to understand what a plug-in heater is using or a refrigerator or freezer. The Springerville office also has literature that tells a member how to read their dial meter. *Every winter her bills increase due to our cold weather same as the valley has high bills in the summer. Each billing is due to actual readings on the meter.*

*\* I paid a licensed electrician to test every item plugged into a 110 outlet - NO APPLIANCE OR DEVICE PULLING EXTRA VOLTAGE!  
\* This is an unacceptable answer - during the month of March the only source of heat I used was my wood-burning stove - just to see what my bill would be - It made no difference. Households larger than mine do not receive bills as high =>*

March 14, 2011

\* I have checked the member file and was unable to find a letter or response from her letter in December 2010. Camille Smith is in Human Resource and doesn't deal with Members. I have check with David Plumb's assistant since he is out of the office. I don't know the situation for a response.

\* I am not sure what other information I can provide but please feel free to contact if you need any further information.  
\* My direct line is 928-368-1218 or e-mail at [mgarsha@navopache.org](mailto:mgarsha@navopache.org).

\* Copy of email from Camille Smith stating she forwarded  
Sincerely, my letter to Dave Plumb, CEO - that was in  
Feb. 2011 - Email attached.

Marian Garsha,

Supervisor of Office Services

Explain the 33 logged power outages!!  
Show the ACC Comparison bills with households  
larger than mine - which is ONE!

March 31, 2011

Mr. David C. Plumb  
CEO, Navopache Electric Cooperative  
1878 W White Mountain Blvd  
Lakeside, AZ 85929

Re: Acct #2575305

Sent via Facsimile and First Class Mail

Dear Mr. Plumb:

I have received your letter dated March 14, 2011, with attachments faxed to the ACC., Sheila Stoeller.

I find it frustrating that your response was found to be "satisfactory," especially since you did not address the most important issue I have concerns about. However, the response from the ACC, as well as yours, was predictable.

In the fax dated March 14, 2011, generated and sent by Marian Garsha, is not only designed to confuse everyone, especially the ACC, but also to avoid dealing with the actual issues at hand, namely, the constant and consistent shutting off of my power, as evidenced by the logs of my back-up battery. Interesting, not one single person involved in this mess addressed that issue, I wonder why!

I have found your response to be unsatisfactory and I will request a formal complaint be filed, as I am entitled to do, per the ACC guidelines.

The fax correspondence sent by Ms. Garsha is full of conflicting statements and contradictions, i.e., in one sentence she states my letter to Camille Smith either got lost or wasn't sent, and is not in "The member file," however, she goes on to address issues that were included in that correspondence. I have sent a copy of an email I received from Camille Smith, stating that she had forwarded my letter to you!! That also was not addressed. I am also resending all of the documents that have thus far been ignored.

I find this response condescending and patronizing at best, and does not satisfy my complaint or the issues I have raised, as usual. I don't see that your response actually gives the ACC any information whatsoever.

Maybe you can explain why three Navopache trucks came to my residence on March 29, 2011, at approximately 1:10 pm. This "crew" of Navopache employees appeared to be conducting a meeting of some sort. I recognized one of the employees as the Springerville office supervisor, John, last name unknown. And, you could go on to explain to me why they were standing on a public street referring to me as "bitch" and it didn't matter what complaints I filed they weren't going to do anything about the problem. To quote John, "I don't care what she does I ain't doin nothin about it."

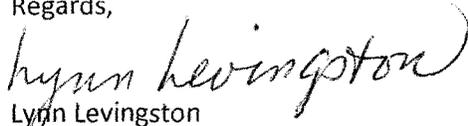


This isn't going to go away by patronizing me, or, saying what the ACC wants to hear so the problem can be called "resolved" and filed away, never to be dealt with again.

I have contacted several of the organizations that assist the elderly with just such situations as this, which borders on emotional abuse.

I want an answer to my concern regarding the 33 times my power was shut off, and then turned back on, over a 24-week period of time!

Regards,

  
Lynn Levingston

Cc: Sheila Stoeller  
Sue McCauley  
Marian Garsha



mediation

Friday, April 22, 2011 9:18 AM

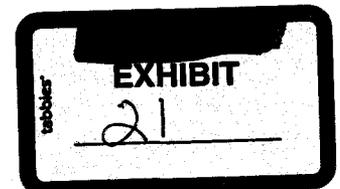
From: "Sheila M. Stoeller" <SMStoeller@azcc.gov>  
To: [REDACTED]

Ms. Levingston:

We have been awaiting a response from Navopache to your letter of March 31. They have not responded so we are going forward to the second step (of three) in the path to filing a Formal Complaint. We have asked them if they'd agree to mediation and they have said they would do a mediation. Now we are asking the same of you. If you agree to mediation, there will be an informal meeting between the parties and an objective mediator. Perhaps that step would be taken telephonically. If you choose not to go to mediation, then we will reach the final step, the one you want to take, Formal Complaint. Please let me know if you choose to mediate or not. Thank you.

Sheila Stoeller  
Customer Service  
Utilities Division  
AZ Corporation Commission  
602.542.4143

=====  
This footnote confirms that this email message has been scanned  
to detect malicious content. If you experience problems, please e-mail postmaster@azcc.gov  
=====



April 25, 2011

Mr. David C. Plumb  
CEO, Navopache Electric Cooperative  
1878 W White Mtn Blvd  
Lakeside, AZ 85929

Re: Account #2575305

Sent via First Class Mail

Dear Mr. Plumb:

I have received an email from Sheila Stoeller, from the Arizona Corporation Commission (ACC), advising me that neither you, nor anyone else, from "NEC" has responded to my letter to you dated March 31, 2011. Although, she does go on to say that NEC is willing to *telephonically* mediate this situation. I have attached a copy of this correspondence, along with my response. The purpose of *this* letter is to make my position perfectly clear, so we are all on the same page.

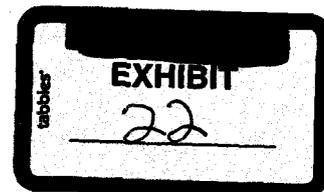
The ACC has sabotaged my right to file a "formal complaint" in every manner possible. Any "mediation" should have occurred a very long time ago, according to the complaint process outlined by the ACC. To date, neither you, nor the ACC has complied with the Administrative laws or the ACC's internal policies and rules governing complaints.

I am also enclosing my response to Ms. Garsha's fax to Sheila Stoeller, dated March 14, 2011, which apparently serves to "explain" NEC's behavior over the past two years. *Who is Marion Garsha and what is her position at NEC?*

Let me be perfectly candid with you Mr. Plumb; the information and statements, sent to the ACC, are fraught with misinformation and false statements, which I have responded to with comments in the margins. It has become clear to me, over the past three years, that the ACC and NEC work closely together in avoiding any *real* solutions to complaints and concerns, and, sabotaging my efforts to exercise my right to file a complaint.

My position on *telephonic* anything is this: I **will not** agree, under any circumstances, to any mediation, arbitration, or conferences of any nature, over the telephone. NEC and the ACC have spent an outrageous amount of resources to harass me, apparently for having the audacity to file a legitimate complaint, and sabotaging my efforts to stop it. NEC has, however, made no effort to contact me directly, via mail, phone, email, or in any other manner, obviously feeling confident that there will be no consequences, which up to this point has been true, as my battery back-up system clearly indicates; it continues to log "black-out" events of my electricity. I have attached the latest log, dated April 14, 2011, that indicates a cumulative total of power outage over a four-week period of time. I am dumbfounded that NEC and the ACC have determined this to be "satisfactory."

I have also noticed that Ms. Garsha did not include copies of the readings from the voltage meter that was attached to my meter and read every Monday for a period of well over 1 ½ months. Where would those be?



I would like to thank you for contacting me regarding my concerns about your staff standing on a public street calling me obscene names. Additionally, one of your employees was at my neighbors house, on April 11<sup>th</sup>, and again on the 14<sup>th</sup>, presumably working on some electrical problem the neighbor has/had. I find it extremely frustrating that NEC has not responded to my complaint with the same veracity. But, I believe the *history* of this situation makes it very clear that my encounters, or lack thereof, with NEC are purely retaliatory in nature.

If I have not made myself clear, or, you are still uncertain as to my position regarding the issues before us, please feel free to contact me.

Regards,

  
Lynn Levingston

Cc: Sheila Stoeller, ACC



### Monitor System

- Performance
- Current Status

Your battery backup last intervened on 4/14/2011, at 11:14:36 AM.

### Power Problem History

View performance information for the last **Week**

### Configuration

- Options
- Runtime
- Notification
- Sensitivity
- Voltage

| Power problem    | Unit switched | Time on battery |
|------------------|---------------|-----------------|
| Blackout         | 1             | 5 seconds       |
| Undervoltage     | 0             | None            |
| Overvoltage      | 0             | None            |
| Electrical noise | 1             | 5 seconds       |

**Total: 2 times    10 seconds**

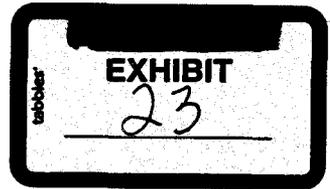
Note: Power problems of a very short duration are not recorded here.

### Help and Support

- Help
- Technical Data
- Contact APC
- About

Estimated Battery Time  
**39 min**

Power Source  
**AC Utility Power**



 Your battery backup last intervened on 8/7/2010, at 14:23 pm.

### Power Problem History

View performance information for the last **12 weeks**

| Power problem          | Unit switched | Time on battery      |
|------------------------|---------------|----------------------|
| Blackout               | 13            | 1 minute, 2 seconds  |
| Undervoltage           | 0             | None                 |
| Overvoltage            | 0             | None                 |
| Electrical noise       | 2             | 10 seconds           |
| <b>Total: 15 times</b> |               | 1 minute, 12 seconds |

Note: Power problems of a very short duration are not recorded here

Estimated Battery Time: 31 min

Power Source: AC Utility Power

Welcome to your power protection software.

View help and support

Monitor System

- Performance
- Current Status

Configuration

- Options
- Runtime
- Notification
- Sensitivity
- Voltage

Help and Support

- Help
- Technical Data
- Contact APC
- About

 Your battery backup last intervened on 10/2/2010, at 2:32:28 AM.

Power Problem History

View performance information for the last **12 Weeks**

| Power problem          | Unit switched | Time on battery      |
|------------------------|---------------|----------------------|
| Blackout               | 15            | 1 minute, 12 seconds |
| Undervoltage           | 0             | None                 |
| Overvoltage            | 0             | None                 |
| Electrical noise       | 3             | 15 seconds           |
| <b>Total: 18 times</b> |               | 1 minute, 27 seconds |

Note: Power problems of a very short duration are not recorded here.

Estimated Battery Time  
10 min

Power Source  
AC Utility Power

Welcome to your APC UPS system

Monitor System

- Performance
- Current Status

 Your battery backup last intervened on 10/25/2010, at 9:58:01 AM.

Configuration

- Options
- Runtime
- Notification
- Sensitivity
- Voltage

Power Problem History

View performance information for the last **24 Weeks**

| Power problem          | Unit switched | Time on battery             |
|------------------------|---------------|-----------------------------|
| Blackout               | 22            | 1 minute, 47 seconds        |
| Undervoltage           | 0             | None                        |
| Overvoltage            | 0             | None                        |
| Electrical noise       | 4             | 20 seconds                  |
| <b>Total: 26 times</b> |               | <b>2 minutes, 7 seconds</b> |

Note: Power problems of a very short duration are not recorded here.

Help and Support

- Help
- Technical Data
- Contact APC
- About

Estimated Battery Time  
10 min

Power Source  
AC Utility Power

Welcome to your power protection system

Support & Troubleshooting

### Monitor System

- Performance
- Current Status

 Your battery backup last intervened on 11/3/2010, at 8:36:54 AM.

### Configuration

- Options
- Runtime
- Notification
- Sensitivity
- Voltage

### Power Problem History

View performance information for the last **24 Weeks**

| Power problem          | Unit switched | Time on battery              |
|------------------------|---------------|------------------------------|
| Blackout               | 22            | 1 minute, 47 seconds         |
| Undervoltage           | 0             | None                         |
| Overvoltage            | 0             | None                         |
| Electrical noise       | 0             | 30 seconds                   |
| <b>Total: 28 times</b> |               | <b>2 minutes, 17 seconds</b> |

Note: Power problems of a very short duration are not recorded here.

### Help and Support

- Help
- Technical Data
- Contact APC
- About

Estimated Battery Time  
10 min

Power Source  
AC Utility Power

Where is the result of your investigation into this?  
 It's never mentioned in any Correspondence - Not even yours!

APC PowerChute Personal Edition

Welcome to your power protection system

Unnecessary reliability

Monitor System

- Performance
- Current Status

 Your battery backup last intervened on 12/23/2010, at 8:09:20 AM.

Configuration

- Options
- Runtime
- Notification
- Sensitivity
- Voltage

Power Problem History

View performance information for the last **24 Weeks**

| Power problem          | Unit switched | Time on battery       |
|------------------------|---------------|-----------------------|
| Blackout               | 25            | 2 minutes, 1 second   |
| Undervoltage           | 1             | 5 seconds             |
| Overvoltage            | 0             | None                  |
| Electrical noise       | 7             | 34 seconds            |
| <b>Total: 33 times</b> |               | 2 minutes, 40 seconds |

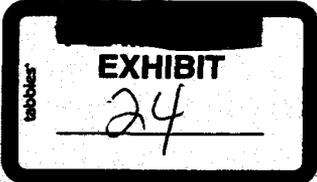
Note: Power problems of a very short duration are not recorded here.

Help and Support

- Help
- Technical Data
- Contact APC
- About

Estimated Battery Time  
12 min

Power Source  
AC Utility Power



### Monitor System

- Performance
- Current Status

**⚠ Your battery backup last intervened on 4-8-2011, at 2:17:18 AM.**

### Power Problem History

View performance information for the last **Week**

### Configuration

- Options
- Runtime
- Notification
- Sensitivity
- Voltage

| Power problem    | Unit switched | Time on battery                              |
|------------------|---------------|--|
| Blackout         | 2             | <b>1 day, 1 hour, 39 minutes, 46 seconds</b> |
| Undervoltage     | 0             | None   |
| Overvoltage      | 0             | None   |
| Electrical noise | 1             | 5 seconds                                    |

**Total: 3 times      1 day, 1 hour, 39 minutes, 51 seconds**

Note: Power problems of a very short duration are not recorded here

### Help and Support

- Help
- Technical Data
- Contact APC
- About

Estimated Battery Time  
**39 min**

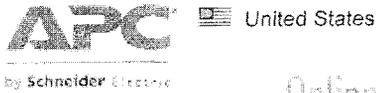
Power Source  
**AC Utility Power**



*This is the longest time they have turned off my power.*

*Note: no heat available when power is out; 24° outside during this outage - Plus 25-40mph winds*

*I'm fairly certain this retaliation.*



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United States English

Order Status View Cart Login

Home Products Support Selectors How to Buy Learning My Profile

Need Assistance? 1-800-800-4272

Order Actions

Cancel Order

Printable Invoice

Email Invoice

Order Details

Order Number: 1913001
Order Date: Saturday, April 10, 2010 6:13:01 AM (EST)
Status: In Process (Authorized)
Contact Email: [Redacted]
Order Placed By: Guest Shopper

Table with columns: SKU, Description, Qty, Unit Price, Total Price. Row 1: BE550G, APC Back-UPS ES 8 Outlet 550VA 120V, 1, \$59.99, \$59.99. Summary: Subtotal: \$59.99, Shipping/Handling: \$7.00, Total(USD): \$66.99

Payment Information

Payment Method: Credit Card
CC Type: Visa
Credit Card Number: [Redacted]
CC Authorization #: [Redacted]

Shipping Information

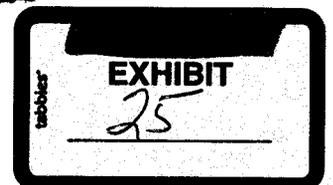
Shipping Method: Standard Shipping (3-5 business days)
Ship From: American Power Conversion, United States
Shipped date: N/A

Bill-to address

First Name, Last Name, Address Line 1, City, State/Province: AZ, Postal Code, Country/Region: United States, Phone: [Redacted]

Ship-to address

First Name: Lynnell, Last Name: Levingston, Address Line 1: [Redacted], City: Springerville, State/Province: AZ, Postal Code: 85938, Country/Region: United States, Phone: [Redacted]



2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer or posted first class in the United States mail, addressed to the customer's last known address.

3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility for the payment thereof or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility may then terminate service on or after the day specified in the notice without giving further notice.

4. Service may only be disconnected in conjunction with a personal visit to the premises by an authorized representative of the utility.

5. The utility shall have the right (but not the obligation) to remove any or all of its property installed on the customer's premises upon the termination of service.

F. Landlord/tenant rule. In situations where service is rendered at an address different from the mailing address of the bill or where the utility knows that a landlord/tenant relationship exists and that the landlord is the customer of the utility, and where the landlord as a customer would otherwise be subject to disconnection of service, the utility may not disconnect service until the following actions have been taken:

1. Where it is feasible to so provide service, the utility, after providing notice as required in these rules, shall offer the occupant the opportunity to subscribe for service in his or her own name. If the occupant then declines to so subscribe, the utility may disconnect service pursuant to the rules.

2. A utility shall not attempt to recover from a tenant or condition service to a tenant with the payment of any outstanding bills or other charges due upon the outstanding account of the landlord.

Historical Note: Adopted effective March 2, 1982 (Supp. 82-2). Amended by an emergency action effective August 10, 1998, pursuant to A.R.S. § 41-1026, in effect for a maximum of 180 days (Supp. 98-3). Emergency amendment replaced by exempt permanent amendment effective December 31, 1998 (Supp. 98-4). Amended to correct subsection numbering (Supp. 99-4). Amended by exempt rulemaking at 6 A.A.R. 4180, effective October 13, 2000 (Supp. 00-4).

Editor's Note: The following Section was amended under an exemption from the Attorney General approval provisions of the Arizona Administrative Procedure Act (State ex. rel. Corbin v. Arizona Corporation Commission, 174 Ariz. 216 848 P.2d 301 (App. 1992)), as determined by the Corporation Commission. This exemption means that the rules as amended were not approved by the Attorney General.

**R14-2-212. Administrative and Hearing Requirements**

*When has any of this been done? This is the LAW!*

**A. Customer service complaints**

1. Each utility shall make a full and prompt investigation of all service complaints made by its customers, either directly or through the Commission.

2. The utility shall respond to the complainant and the Commission representative within 5 working days as to the status of the utility investigation of the complaint.

*Complaint Sent Dec. 2010*

3. The utility shall notify the complainant and the Commission representative of the final disposition of each complaint. Upon request of the complainant or the Commission representative, the utility shall report the findings of its investigation in writing.

4. The utility shall inform the customer of his right of appeal to the Commission. *- Never*

5. Each utility shall keep a record of all written service complaints received which shall contain, at a minimum, the following data:

- a. Name and address of the complainant;
- b. Date and nature of the complaint;
- c. Disposition of the complaint; and
- d. A copy of any correspondence between the utility, the customer, and the Commission.

This record shall be maintained for a minimum period of 1 year and shall be available for inspection by the Commission.

**B. Customer bill disputes**



### **C. Continuity of service.**

Each utility shall make reasonable efforts to supply a satisfactory and continuous level of service. However, no utility shall be responsible for any damage or claim of damage attributable to any interruption or discontinuation of service resulting from:

1. Any cause against which the utility could not have reasonably foreseen or made provision for, that is, force majeure.
2. Intentional service interruptions to make repairs or perform routine maintenance.
3. Curtailment.

### **D. Service interruptions**

1. Each utility shall make reasonable efforts to reestablish service within the shortest possible time when service interruptions occur.
2. Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.
3. In the event of a national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.
4. When a utility plans to interrupt service for more than 4 hours to perform necessary repairs or maintenance, the utility shall attempt to inform affected customers at least 24 hours in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers of the utility.
5. The Commission, Consumer Services Section, shall be notified of interruption in service affecting the entire system or any significant portion thereof. The interruption of service and cause shall be reported by telephone to the Commission within 2 hours after the responsible representative of the utility becomes aware of said interruption and followed by a written report to the Commission.

### **E. Curtailment**

Each utility shall file with the Commission, through Docket Control, as a part of its general tariffs a procedural plan for handling severe supply shortages or service curtailments. The plan shall provide for equitable treatment of individual customer classes in the most reasonable and effective manner given the existing circumstances. When the availability of service is so restricted that the reduction of service on a proportionate basis to all customer classes will not maintain the integrity of the total system, the utility shall develop procedures to curtail service giving service priority to those customers and customer classes where health, safety and welfare would be adversely affected.

### **F. Construction standard and safety**

1. Each utility shall construct all facilities in accordance with the provisions of the 1997 edition (and no future editions) of ANSI C2 (National Electrical Safety Code, incorporated by reference and on file with the Office of the Secretary of State, and the 1995 edition (and no future editions) of ANSI B31.1 (ASME Code for Pressure Piping), incorporated by reference and on file with the Office of the Secretary of State. Copies of the National Electrical Safety Code are available from the Institute of Electrical and Electronic Engineers, Inc., 345 East 47th Street, New York, New York 10017. Copies of the ASME Code for Pressure Piping are available from the American Society of Mechanical Engineers, 345 East 47th Street, New York, New York 10017.
2. Each utility shall adopt a standard alternating nominal voltage or standard alternating nominal voltages (as may be required by its distribution system) for its entire service area or for each of the several districts into which the system may be divided, which standard voltage or voltages shall be stated in the rules and regulations of each utility and shall be measured at the customer's service entrance. Each utility shall, under normal operating conditions, maintain its standard voltage within the limits of the 1989 edition (and no future

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## Welcome to Online Usage Calculator

To calculate an estimated monthly electrical bill for your home, please select a QUANTITY in the applicable Electrically Powered Items field. Once you've filled out the fields that are relevant to your home, click the "Calculate" button at the bottom of this form. This will give you both an estimated monthly KWh usage and bill for your home (for an average family of four).

### KITCHEN

| Electrically Powered Items | Quantity | Average monthly KWh | KWh/month | \$/month |
|----------------------------|----------|---------------------|-----------|----------|
| Refrigerator               | 1        | 182                 | 182       | 13.72    |
| Freezer                    | 1        | 190                 | 190       | 14.33    |
| Dishwasher                 | 0        | 60                  |           |          |
| Range / Oven               | 1        | 104                 | 104       | 7.84     |
| Microwave                  | 1        | 16                  | 16        | 1.21     |
| Hot Water Dispenser        | 0        | 49                  |           |          |
| Coffee Maker               | 1        | 19                  | 19        | 1.43     |

### DOMESTIC WELL PUMPS

| Electrically Powered Items | Quantity | Average monthly KWh | KWh/month | \$/month |
|----------------------------|----------|---------------------|-----------|----------|
| Well Pump 1/2 HP           | 0        | 90                  |           |          |
| Well Pump 3/4 HP           | 0        | 135                 |           |          |
| Well Pump 1 HP             | 0        | 180                 |           |          |
| Well Pump 1.5 HP           | 0        | 270                 |           |          |
| Well Pump 5 HP             | 0        | 900                 |           |          |

### ENTERTAINMENT

| Electrically Powered Items | Quantity | Average monthly KWh | KWh/month | \$/month |
|----------------------------|----------|---------------------|-----------|----------|
| Stereo                     | 0        | 5                   |           |          |
| TV 19"                     | 0        | 18                  |           |          |
| TV 25"                     | 1        | 26.6                | 27        | 2.04     |
| TV 35"                     | 0        | 39.4                |           |          |

### LAUNDRY

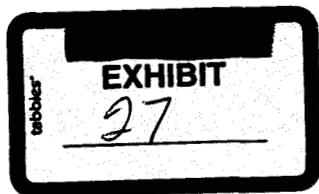
| Electrically Powered Items | loads/week | KWh/load | KWh/month | \$/month |
|----------------------------|------------|----------|-----------|----------|
| Dryer                      | 2          | 3.12     | 25        | 1.88     |
| Washing cold / cold        | 0          | 0.33     |           |          |
| Washing warm / cold        | 2          | 3.0      | 6         | 0.45     |
| Washing hot / cold         | 0          | 5.0      |           |          |
| Washing warm / warm        | 0          | 6.0      |           |          |
| Washing hot / warm         | 0          | 7.0      |           |          |

### LIGHTING

| Electrically Powered Items | Quantity | Average monthly KWh | KWh/month | \$/month |
|----------------------------|----------|---------------------|-----------|----------|
| Lighting # of Rooms        | 3        | 10                  | 30        | 2.26     |
| Outdoor Light 175 w        | 0        | 60                  |           |          |
| Outdoor Light 250 w        | 2        | 87                  | 174       | 13.12    |

### MISC. EQUIPMENT

| Electrically Powered Items | Quantity | Average monthly KWh | KWh/month | \$/month |
|----------------------------|----------|---------------------|-----------|----------|
| Hot Tub                    | 0        | 600                 |           |          |
| Window Air Conditioner     | 0        | 134                 |           |          |
| Ceiling Fan                | 2        | 85                  | 170       | 12.82    |
| Electric Blanket           | 1        | 22                  | 22        | 1.66     |
| 24" Box Fan                | 0        | 30.6                |           |          |
| Computer                   | 1        | 17.5                | 18        | 1.36     |
| Water Bed Heater           | 0        | 175                 |           |          |



# of Water Heaters    16.59  
 Water Heater (# of People)    8.29

Estimated monthly household\* usage: 1313 kWh;  
 Estimated monthly household\* bill: \$ 99.00  
**\*Heating usage not included in household totals**

### HEATING EQUIPMENT 4 HRS / DAY

| Supplemental/alternate heat                          | Quantity                         | Units                      |           |          |
|--|----------------------------------|----------------------------|-----------|----------|
| Wood Stove   | <input type="text" value="2"/>   | Cords per heating season   |           |          |
| Pellet Stove   | <input type="text" value="0"/>   | Bags per heating season    |           |          |
| Propane Heater / Furnace                             | <input type="text" value="100"/> | Gallons per heating season |           |          |
| Oil Furnace  | <input type="text" value="0"/>   | Gallons per heating season |           |          |
| <b>Estimate is based on a 6-month heating season</b> |                                  |                            |           |          |
| Electrically Powered Items                           | Quantity                         | Average monthly KWh        | KWh/month | \$/month |
| Furnace Fan  | <input type="text" value="1"/>   | 90                         | 90        | 6.77     |
| Furn 15 KW ~ 1100 sq. ft.                            | <input type="text" value="0"/>   | 1824                       |           |          |
| Furn 20 KW ~ 2000 sq. ft.                            | <input type="text" value="0"/>   | 2434                       |           |          |
| Furn 25 KW ~ 3000 sq. ft.                            | <input type="text" value="0"/>   | 3040                       |           |          |
| Baseboard Lin. Feet                                  | <input type="text" value="0"/>   | 45.6                       |           |          |
| Wall Heaters @ 2000 w                                | <input type="text" value="0"/>   | 365                        |           |          |
| 1500 w Portable                                      | <input type="text" value="0"/>   | 274                        |           |          |
| Heat pump fan  | <input type="text" value="0"/>   | 90                         |           |          |
| Heat pump 800-1100 sq. ft.                           | <input type="text" value="0"/>   | 1094                       |           |          |
| Heat pump 1100-2000 sq. ft.                          | <input type="text" value="0"/>   | 1460                       |           |          |
| Heat pump 2000-3000 sq. ft.                          | <input type="text" value="0"/>   | 1824                       |           |          |

Estimated monthly heating usage: 18 kWh  
 Estimated monthly heating bill: \$ 1.35

ESTIMATED MONTHLY KWh USAGE  Calculate Clear

ESTIMATED MONTHLY BILL\*\$

\* Monthly bill includes basic service charge and tiered usage discounts, where applicable. Estimates are based on national average.

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