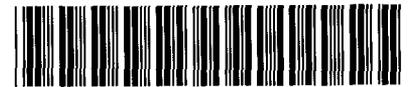


ORIGINAL



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BEFORE THE ARIZONA CORPORATION

RECEIVED

COMMISSIONERS

GARY PIERCE, CHAIRMAN
PAUL NEWMAN
BRENDA BURNS
BOB STUMP
SANDRA D. KENNEDY

2011 JUN 27 P 4:49

Arizona Corporation Commission

DOCKETED

AZ CORP COMMISSION
DOCKET CONTROL

JUN 27 2011

DOCKETED BY [Signature]

LYNNELL LEVINGSTON,

Complainant/Plaintiff,

vs.

NAVOPACHE ELECTRIC
COOPERATIVE, INC.,

Respondents/Defendants.

DOCKET NO. E-01787A-11-0197

NAVOPACHE ELECTRIC
COOPERATIVE, INC.'S ANSWER AND
MOTION TO DISMISS

Navopache Electric Cooperative, Inc. ("Navopache"), by and through undersigned counsel, files its Answer to the formal Complaint filed by Ms. Lynnell Levingston and respectfully moves, pursuant to A.A.C. R14-3-101(A), A.A.C. R14-3-106(H), and Rule 12 (b)(6) of the Arizona Rules of Civil Procedure, that the Complaint be summarily dismissed for failure to state a cause of action for which relief can be granted. The Complaint is set forth in a narrative format. It therefore is not possible to admit or deny individual claims. As a result, Navopache's Answer is provided in a narrative response format, as well.

ANSWER

At its foundation, the Complaint alleges violation of various Arizona Corporation Commission ("Commission") rules associated with "my electric going off and on and my unusually high bill for one adult" Complaint at p. 2, lines 11 - 12. It further

1 complains of lack of adequate investigation into her complaint by both Navopache and
2 Commission Staff. The relief sought is an order requiring Navopache to:

- 3 1. Desist from turning Complainant's electricity on and off;
- 4 2. Reimburse Complainant for all the electronic equipment replaced;
- 5 3. Compensate Complainant for the expense of preparing the Complaint; and
- 6 4. Investigate her questionable billing.

7 A. Nature of Alleged Outages

8 Ms. Levingston resides in a mobile home in Springerville, Arizona. On May
9 22, 2008 Navopache received a complaint from Ms. Levingston of "many short outages." In
10 response Navopache directed installation of a "recording voltmeter." See SO # 332375
11 attached as NEC-1. The next day, May 23, 2008, Ms. Levingston filed an informal complaint
12 with the Commission asserting that her "electricity is shut off for approximately 1 or 2
13 seconds and then turned back on." A copy of the informal complaint is attached hereto as
14 NEC-2. Importantly, it is operationally impossible for Navopache to turn off or turn on
15 electricity to this service address in this manner. Additionally, neither the service order nor
16 the Commission complaint makes any mention of a billing issue.

17 B. Steps Taken by Navopache in Response to Outages Complaints

18 On May 30, 2008 Navopache provided a written response to the Commission
19 Staff explaining what actions Navopache had taken in response to the complaint. A copy of
20 the response is attached hereto as NEC-3. As reflected therein, the Navopache Meterman
21 dispatched noticed a burned conductor on the consumer's side of the service below the meter
22 (i.e., on the meter loop) and immediately advised the consumer of the problem, that an
23 electrician was needed to make the repair and of the need to coordinate with Navopache. Id.
24 Navopache also reported that the "consumer was satisfied with this finding and made
25 arrangements to have the repairs made." Id.

1 Navopache also informed the Commission that there had been outages due to a
2 severe spring snow storm between May 22, 2008 and May 24, 2008 and that the OCR serving
3 the consumer's location reported a total of five operations (i.e., service interruptions) between
4 January 28, 2008 and May 29, 2008. On June 5, 2008, a Navopache employee was present to
5 remove and reinstall the meter so the electrician Ms. Levingston hired could repair the meter
6 loop. See NEC-3.

7 Following Ms. Levingston's subsequent complaint of July 1, 2008 that the
8 intermittent outages were still occurring, Navopache installed a recording voltmeter on Ms.
9 Levingston's meter.¹ See SO # 335017 attached hereto as NEC-5. Levingston states: "the
10 entire time your recording voltmeter was attached to my meter there was not one single
11 incidence of my electric being turned off and on. . . . During the entire month of July 2008, I
12 was permitted to have uninterrupted electricity." Exhibit 8 to the Complaint (October 8, 2008
13 letter from Ms. Levingston to Mr. Evans). Navopache's Meterman reported a single incident
14 between July 3, 2008 and July 9, 2008 occurring on July 6, 2008 at about 5:20 p.m. See,
15 NEC-5.

16 Shortly thereafter, Navopache issued Work Order No. 62784 directing that a
17 transformer be added, open wire secondary be removed and Ms. Levingston's service be
18 reconfigured. A copy of the staking sheet, transformer sheet and retirement sheet are attached
19 hereto as NEC-6. This work was completed August 19, 2008 (see NEC-7 attached hereto) and
20 effectively replaced, repaired and improved all major elements of the distribution system that
21 directly served Ms. Levingston. This work was done solely at Navopache's cost in an effort
22 to ensure any Navopache facilities were not causing the problems at Ms. Levingston's home.
23

24
25 ¹ Ms. Levingston and Navopache disagree on whether an earlier attempt to install a recording
voltmeter on or about June 18, 2008 was aborted at Ms. Levingston's insistence. But this disputed
fact is immaterial to the resolution of the Complaint.

1 Despite the foregoing efforts by Navopache to address her complaint, Ms.
2 Levingston lodged another letter with the Commission complaining that Navopache was
3 turning her electricity off and on. See Exhibits 6 and 12 to the Complaint. Again these filings
4 did not mention any billing issue.

5 Navopache wrote a letter, dated October 2, 2008, informing Ms. Levingston of
6 the efforts it had undertaken to resolve her intermittent outages. (Exhibit 11 to Complaint).
7 Ms. Levingston complained that letter was vague and ambiguous and again recited the history
8 of her complaint. Exhibit 5 to the Complaint. Navopache also received another informal
9 complaint from the Commission. See, NEC-8 attached hereto. In response Navopache
10 provided the Commission a summary of the actions it had taken (see, NEC-9 attached hereto).
11 and after consultation with Commission Staff (see, NEC-10), the recording voltmeter was
12 reinstalled (see, NEC-11 attached hereto) and read weekly for the periods:

13 10-10-2008 – 10-17-2008

14 11-17-2008 – 1-5-2009

15 While the recording voltmeter was in place, Navopache provided Commission Staff with a
16 status report on November 26, 2008. See NEC-12 attached hereto. The recording voltmeter
17 was removed January 5, 2009 at the request of Ms. Levingston. (NEC-13, attached hereto).
18 In the same correspondence, Ms. Levingston authorized the Commission to close out her
19 informal complaint. Id.

20 The voltmeter recordings did not identify any specific on-going voltage issues
21 affecting Ms. Levingston's service. Navopache determined it had already taken all
22 reasonable efforts to address her complaint on its side of the point of delivery. As a result,
23 Navopache has concluded that the issue must be on Ms. Levingston's side of the meter and
24 understood the Commission complaint had been closed.

1 Nothing further was heard on the matter until Ms. Levingston authored a letter
2 dated December 28, 2010 (Exhibit 17 to the Complaint). In that letter Ms. Levingston
3 renewed her complaint that Navopache is “turning off and on of my electric, just long enough
4 to harass me and fry some of my electrical equipment.” She also, for the first time,
5 questioned her billing statements. Unfortunately, this letter, addressed to Navopache’s
6 Manager of Human Resources, was inadvertently left unanswered until the Commission was
7 once again contacted by Ms. Levingston.

8 Navopache responded to Commission Staff by facsimile dated March 14, 2011.
9 See, NEC-14 attached hereto. Additionally, Navopache’s CEO provided the same
10 information to Ms. Levingston by letter dated March 29, 2011. Exhibit 19 to the Complaint.

11 C. Battery Backup Log

12 Ms. Levingston relies on a log generated by the battery backup she purchased in
13 2010 to support her claim that her power is intermittently going on and off. Exhibit 23 to
14 Complaint. This device measures activities on the customers’ side of the point of delivery.
15 Therefore, any issues with the customers wiring, load, breakers, etc. will cause the activities
16 that are being logged. Additionally, the thresholds that are counted as events can be
17 configured by the consumer. The logs provided by Ms. Levingston do not include the voltage
18 condition alarm date/time of the trigger. Therefore, the outage count provided does not
19 contain sufficient data to determine the cause or the extent of the trouble. While the data does
20 tend to indicate that there is an electrical problem inside Ms. Levingston’s mobile home, it
21 does not point to Navopache as the source of the problem. In contrast the information
22 monitored by Navopache, indicates that there is no problem on its side of the point of
23 delivery.

24 As previously noted, Navopache has already replaced, removed and improved
25 all material facilities on its side of the point of delivery that directly impacts Ms. Levingston’s

1 service. The consumer's battery backup log, therefore, only serves to confirm that there is
2 likely a wiring issue on the consumer's point of delivery.

3 D. Billing Dispute

4 Ms. Levingston also alleges that her bills are unreasonable. Navopache, in
5 March 2011, provided Commission Staff with a summary of Ms. Levingston's billing history
6 from January 2001 through March 2011. Attached hereto as NEC-15 is a copy of the billing
7 summary provided Staff. The summary indicates that all of her bills from January 2007 to
8 March 2011 are based upon actual meter readings. Her meter is read in the last week of each
9 month. Her usage pattern appears to have normal fluctuations.

10 It should be noted that Ms. Levingston was taken off Navopache's time of use
11 rate, at her request, on December 27, 2006. Based upon Navopache's calculations, the TOU
12 rate was and remains the best option for her. However, Ms. Levingston's electric costs would
13 be higher under the TOU rate if a significant portion of her use was shifted to on peak hours.

14 **MOTION TO DISMISS**

15 A. Standard Of Review

16 A Motion to Dismiss for failure to state a claim for which relief can be granted,
17 pursuant to Rule 12(b)(6) of the Arizona Rules of Civil Procedure, can be founded on legal or
18 factual bases. A complaint can be dismissed if: (a) the reviewing body does not have the
19 authority to hear the controversy before it; (b) necessary parties have not been joined; (c) an
20 improper forum has been selected; (d) the plaintiff is not entitled to relief under any legal
21 theory;² or (e) the plaintiff (complainant) would not be entitled to any relief under any set of
22 facts that are susceptible of proof to prove the claim stated. In a case where there is little
23 doubt that the Complainant can prove no set of facts in support of his claim that would entitle
24 him to relief, even assuming that all of the complaint's allegations are true, a defendant's
25

² *State v. Superior Court of Maricopa County*, 123 Ariz. 324, 599 P.2d 777 (1979).

1 motion to dismiss must be granted.^{3,4} If a complaint does not state a claim against a
2 defendant, the only motion available to a defendant is a motion to dismiss.⁵

3 B. Ms. Levingston has not presented Prima Facie Evidence that Navopache
4 violated any of the Rules she Alleges Navopache Violated

5 Ms. Levingston has failed to present any evidence that Navopache violated any
6 of the rules she claims was violated. This becomes evident from examining the rules Ms.
7 Levingston cites and comparing them to the undisputed material facts.

8 **A.A.C. R14-2-208 Provision of Service**

9 **A. Utility responsibility**

- 10 1. Each utility shall be responsible for the safe transmission and
11 distribution of electricity until it passes the point of delivery [i.e., the
12 meter] to the customer;
13 2. The entity having control of the meter shall be responsible for
14 maintaining in safe operating condition all meters, equipment, and
15 fixtures installed on the customer's premises by the entity for the
16 purposes of delivering electric service to the customer.

17 **B. Customer responsibility**

- 18 1. Each customer shall be responsible for maintaining all customer
19 facilities on the customer's side of the point of delivery in safe
20 operating condition.

21

- 22 5. Each customer shall be responsible for notifying the utility of any
23 equipment failure identified in the utility's equipment.

24 **C. Continuity of serve.** Each utility shall make reasonable efforts to supply
25 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:

23 ³ *Lasagna, Inc. v. Foster*, 609 F.2d 392 (9th Cir. 1979) citing *Conley v. Gibson*, 355 U.S. 41,
45-46, 78 S.Ct. 99, 102, L.Ed.2d 80 (1957).

24 ⁴ *San Manuel Copper Corp. v. Redmond*, 8 Ariz.App. 214, 445 P.2d 162 (App. 1968).

25 ⁵ *See, Williams v. Williams*, 23 Ariz.App. 191, 534 P.2d 924 (1975), *Parks v. Macro-*
Dynamics, Inc., 121 Ariz. 517, 591 P.2d 1005 (App. 1979), *Appeal after remand*, 134 Ariz.
495, 657 P.2d 908 and *Olsen v. Macy*, 86 Ariz. 72, 340 P.2d 985 (1959).

1 1. Any cause against which the utility could not have reasonably
2 foreseen or made provision for, that is force majeure.

3 **D. Service interruptions**

4 1. Each utility shall make reasonable efforts to reestablish service
5 within the shortest possible time when service interruptions occur.

6

7 4. When a utility plans to interrupt service for more than four hours to
8 perform necessary repairs or maintenance, the utility shall attempt to
9 inform affected customers at least 24 hours in advance of the
10 scheduled date and estimated duration of the service interruption.
11 Such repairs shall be completed in the shortest possible time to
12 minimize the inconvenience to the customers of the utility.

13 Subsection A: This subsection makes Navopache responsible for 1) the "safe"
14 transmission and distribution of electricity and 2) maintaining its equipment on Ms.
15 Levingston's property so it can be operated in a "safe" manner. Ms. Levingston has made no
16 allegation and has presented absolutely no evidence that Navopache has failed to provide for
17 the safe transmission and distribution of electricity. Nor has she alleged that Navopache is
18 not maintaining all meters, equipment, and fixtures installed on her premises in a safe
19 operating condition. She claims only that she is experiencing intermittent interruptions in
20 service on her side of the point of delivery.

21 Subsection B: This subsection outlines responsibilities of Ms. Levingston.
22 Certainly Navopache cannot be found to have violated the responsibilities of the customer.

23 Subsection C creates an obligation on Navopache to make "reasonable efforts"
24 to supply a satisfactory and continuous level of service. Both the Complaint and
25 Navopache's Answer evidence that Navopache has taken reasonable efforts to address Ms.
Levingston's complaint of intermittent outages. In particular, Navopache inspected the
service entrance and identified an issue with the meter loop – a customer responsibility. The
customer was notified and reasonable steps were made to coordinate with the customer's
engineer making the repairs. When Ms. Levingston indicated the intermittent outages were

1 still being experienced, Navopache installed a recording voltmeter and then added a
2 transformer, removed open wire secondary and reconfigured Ms. Levingston's service. In
3 other words, Navopache met its obligation to make reasonable efforts to address Ms.
4 Levingston's service complaint. When Ms. Levingston indicated the intermittent outages
5 continued, Navopache again installed a recording voltmeter during the months of October,
6 November and December, removing it only after Ms. Levingston requested it be removed.
7 The voltmeter did not identify any delivery issue on Navopache's side of the point of delivery
8 that would account for the intermittent outages.

9 Subsection D creates a general obligation to reestablish service and to provide
10 notice of planned outages of four hours or longer. The subsection is inapplicable. Ms.
11 Levingston has not complained that Navopache failed to provide notice of any planned
12 outage or that there have been prolonged outages. She complains of short intermittent
13 outages. As noted above, Navopache responded to her complaint by making reasonable
14 efforts to address Ms. Levingston's service issue.

15 **A.A.C. R14-2-209 Meter Reading**

16 **A. Company or customer meter reading**

- 17 1. Each utility, billing entity, or Meter Reading Service Provider may at
 its discretion allow for customer reading of meters.
- 18 2. It shall be the responsibility of the utility or Meter Reading Service
 Provider to inform the customer how to properly read his meter.
- 19 3. Where a customer reads his own meter, the utility or Meter Reading
20 Service Provider will read the customer's meter at least once every
21 six months.
- 22 4. The utility, billing entity, or Meter Reading Service Provider shall
 provide the customer with postage-paid cards or other methods to
23 report the monthly reading.
- 24 5. Each utility or Meter Reading Service Provider shall specify the
25 timing requirements for the customer to submit his or her monthly
 meter reading to conform with the utility's billing cycle.

1 The foregoing rule applies if a utility, in its discretion, allows for customer
2 reading of meters. Navopache has not authorized Ms. Levingston to assume meter reading
3 responsibility. The rule has no application and does not support Ms. Levingston's complaint.

4 **A.A.C. R14-2-212 Administrative and Hearing Requirements**

5 **A. Customer service complaints**

- 6 1. Each utility shall make a full and prompt investigation of all service
7 complaints made by its customers, either directly or through the
8 Commission.
- 9 2. The utility shall respond to the complainant and the Commission
10 representative within five working days as to the status of the utility
11 investigation of the complaint.
- 12 3. The utility shall notify the complainant and the Commission
13 representative of the final disposition of each complaint. Upon
14 request of the complainant or the Commission representative, the
15 utility shall report the findings of its investigation in writing.
- 16 4. The utility shall inform the customer of his right of appeal to the
17 Commission.
- 18 5. Each utility shall keep a record of all written service complaints
19 received which shall contain, at a minimum, the following data:
 - 20 a. Name and address of the complainant;
 - 21 b. Date and nature of the complaint;
 - 22 c. Disposition of the complaint; and
 - 23 d. A copy of any correspondence between the utility, the customer,
24 and the Commission.

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

B. Customer bill disputes

- 1 1. Any utility customer who disputes a portion of a bill rendered for
2 utility service shall pay the undisputed portion of the bill and notify
3 the utility's designated representative that such unpaid amount is in
4 dispute prior to the delinquent date of the bill.
- 5 2. Upon receipt of the customer notice of dispute, the utility shall:
 - 6 a. Notify the customer within five working days of the receipt of a
7 written dispute notice.

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- b. Initiate a prompt investigation as to the source of the dispute.
- c. Withhold disconnection of service until the investigation is completed and the customer is informed of the results. Upon request of the customer the utility shall report the results of the investigation in writing.
- d. Inform the customer of his right of appeal to the Commission.

C. Commission resolution of service and bill disputes

1. In the event a customer and utility cannot resolve a service or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission; by submitting such notice to the Commission, the customer shall be deemed to have filed an informal complaint against the utility.
2. Within 30 days of the receipt of a written statement of customer dissatisfaction related to a service or bill dispute, a designated representative of the Commission shall endeavor to resolve the dispute by correspondence or telephone with the utility and the customer. If resolution of the dispute is not achieved within 20 days of the Commission representative's initial effort, the Commission shall hold an informal hearing to arbitrate the resolution of the dispute. The informal hearing shall be governed by the following rules:
 - a. Each party may be represented by legal counsel, if desired.
 - b. All such informal hearings may be recorded or held in the presence of a stenographer.
 - c. All parties will have the opportunity to present written or oral evidentiary material to support the positions of the individual parties.
 - d. All parties and the Commission's representative shall be given the opportunity for cross-examination of the various parties.
 - e. The Commission's representative will render a written decision to all parties within five working days after the date of the informal hearing. Such written decision of the arbitrator is not binding on any of the parties and the parties will still have the right to make a formal complaint to the Commission.
3. The utility may implement normal termination procedures if the customer fails to pay all bills rendered during the resolution of the dispute by the Commission.

1 deteriorated wiring on the consumer's side of the meter could explain both of the consumer's
2 complaints. The facts presented in the complaint do not state a claim for which relief can be
3 granted. Navopache has not violated any of the rules Ms. Levingston claims it has violated.

4 Navopache having answered the complaint and moved to have it dismissed for
5 failure to state a claim for which relief can be granted, respectfully requests the complaint be
6 dismissed in its entirety.

7 DATED this 27th day of June, 2011.

8 CURTIS, GOODWIN, SULLIVAN,
9 UDALL & SCHWAB, P.L.C.

10 By: 
11 William P. Sullivan

12 501 East Thomas Road
13 Phoenix, Arizona 85012-3205
14 Attorneys for Navopache Electric
15 Cooperative, Inc.
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NEC - 1

NAVOPACHE ELECTRIC VOLTAGE CHECK REQUEST

Account: ██████████ SO Nbr: 332375 W/O#: _____
 Customer Nbr: 84994 Srv Loc Nbr: 25753 Cycle: 2

Taken By: 061mike Date Taken: 05/22/2008 Needed By: 05/22/2008

Name: **LYNN LEVINGSTON** Home Phone: (928)333-3478
 Service Address: COLTER SUB L13 Work Phone: NONE LISTED
 Mobile Phone: NONE LISTED

Emergency Addr: 417 TUMBLING T DR
 Service Desc: Mailing Address:
 LYNN LEVINGSTON
 417 S TUMBLING T DR
 SPRINGERVILLE, AZ 85938-5533

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 660

Meter #	Secondary	Rate	Mult	Dials	LV Rdg	LVR Date	KWH Rdg	KW Rdg	Date
56938	34017347	01	1	5	16103	04/28/2008			

Trans #	Secondary	Size	Phase	Bank #
933	772013453	50	B	0

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

General Comments:
 customer complains of many short outages please install recording voltmeter

Service Comments:

Assessment/Field Comments:

Job Completed: By: _____ Date: _____ On Computer: By: _____ Date: _____

of Prints: 1 Print Dt/Tm: 05/27/2008 9:51:39 AM

NEC - 2

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone: (602) 542-2406

Fax: (602) 542-2406

Priority: Respond Within Five Days

Complaint No. 2008 - 68749

Date: 5/27/2008

Complaint Description: 05E Quality of Service - Outage/Interruptions
N/A Not Applicable

Complaint By: **First:** Lynn **Last:** Levingston
Account Name: Lynn Levingston
Street: 417 Stumbling T Drive
City: n/a
State: AZ **Zip:** 00000

Home: (602) 542-2406
Work: (602) 273-1750
CBR: [Redacted]
is: E-Mail

Utility Company: Navopache Electric Cooperative, Inc.
Division: Electric
Contact Name: Paul O'Dair

Contact: (602) 268-5116

Nature of Complaint:
5/23/2008 - Email Received:

RE: Account No. 2575305

From: Lynnell [mailto:lthiebold@yahoo.com]
Sent: Friday, May 23, 2008 6:54 AM
To: Utilities Div - Mailbox
Subject: [Filter Test: C0] Consumer Complaint

Pole 80

AZ Corp. Comm:

Please review the attached complaint. It would appear that since I spoke to NEC they have increased the frequency of turning my electric off and on.

Lynn Levingston

ATTACHED:

On a daily basis my electricity is shut off for approximately 1 to 2 seconds and then turned back on. This has been occurring for over one year, however, I have only been documenting it since the beginning of 2008, which indicates a total of 12 times my electric has been shut off and on! I made three attempts to contact NEC before being able to voice my 'problem.' The electric is shut off at approximately the same time each day, and often times during the night. May 21, 2008, I was finally able to speak to 'Rita,' at the NEC Springerville Office. Today, May 23, 2008, my electric has been turned off and on three times; at 4:10 AM, 5:30 AM, and 5:58 AM. Due to these SURGES, some of my electronic equip. no longer works!! AND AGAIN AT 6:45 AM!

Navopache Electric:

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

How many repair reports have been filed on the customer's behalf in the last 12 months? And what was the cause of each repair report? How did NEC repair and restore service?

Has the customer discussed the quality of service issue with NEC? If so, is NEC aware of what is causing the issue to continue to occur? If so, has NEC determined how to prevent this issue from continuing to occur?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Date Completed:

Complaint No 2008 - 68749

NEC - 3



NAVOPACHE ELECTRIC COOPERATIVE

May 30, 2008

Guadalupe Ortiz
Arizona Corporation Commission
~~602-542-2400~~ office
~~602-542-0109~~ fax

Re: Complaint No. 2008-68749

Dear ^{Mf.} Ortiz,
_{ms.}

In response to complaint number 2008-68749, Navopache Electric has investigated one repair report taken on 5-21-08 by the above stated consumer. This is the only complaint that has been reported within the last 12 months. See enclosed Voltage Check Request.

A Polyphase Meterman went to the location stated in the ACC complaint and inspected the meter socket connections on Navopache Electric's side of the meter panel on 5-28-08. The Meterman noticed a burned conductor on the consumer's side of the service below the meter. The consumer was advised of this problem immediately and was given notice that an electrician needed to be contacted to fix this problem as soon as possible and arrangements needed to be made with Navopache Electric to disconnect the service so repairs can be made by the electrician. The consumer was satisfied with this finding and made arrangements to have the repairs made on 5-30-08.

Also, all of Navopache Electric's service territory had a severe spring snow storm arrive on 5-22-08 and continue through 5-24-08 resulting in several outages throughout the area due to the heavy wet snow sagging and breaking power lines. Navopache Electric investigated operations that occurred with the OCR that serves the location stated in the complaint. There were 5 operations between 1-28-08 and 5-29-08.

Please contact me with any further questions pertaining to this complaint.

Sincerely,

Kevin Streett
Manager of Operations
928-368-1227 office
928-368-6038 fax
kstreett@navopache.org

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

A Touchstone Energy[®] Cooperative

NEC - 4

**NAVOPACHE ELECTRIC
VOLTAGE CHECK REQUEST**

Account: ~~2575009~~ SO Nbr: 332375 W/O#: _____
 Customer Nbr: 84994 Srv Loc Nbr: 25753 Cycle: 2

Taken By: 061mike Date Taken: 05/22/2008 Needed By: 05/22/2008

Name: LYNN LEVINGSTON Home Phone: (928)222-~~XXXX~~ Ext. _____
 Service Address: COLTER SUB L13 Work Phone: NONE LISTED
 Mobile Phone: NONE LISTED

Emergency Addr: 417 TUMBLING T DR
 Service Desc: _____
 Subdivision: COLTER SUBDIVISION Mailing Address: _____
 Service: OH Block: Lot: 13 417 TUMBLING T DR
 SPRINGERVILLE, AZ 85938-5533

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
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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

Service Comments:

060408 need to pull meter for rex walker in am
 Ms Levinston called the arizona corporation comission with a complaint
 however I sent Jim Faulk over to Install a recording voltmeter and leave it for
 a months taking weekely readings
 Ms. Levinston 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:

Monahan

Job Completed: By: _____ Date: _____ On Computer: By: _____ Date: _____

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

NEC - 5

NAVOPACHE ELECTRIC VOLTAGE CHECK REQUEST

Account: ~~0615305~~ 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: ~~623-553-1118~~
 Service Address: COLTER SUB L13 Work Phone: NONE LISTED
 Mobile Phone: NONE LISTED
 Emergency Addr: 417 TUMBLING T DR
 Service Desc: _____ Mailing Address: _____
 Subdivision: COLTER SUBDIVISION ~~417 TUMBLING T DR~~
 Service: OH Block: Lot: 13 SPRINGVILLE, AZ 85938-5533
 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 670

Meter #	Secondary	Rate	Mult	Dials	LV Rdg	LVR Date	KWH Rdg	KW Rdg	Date
56938	34017347	01	1	5	16846	05/29/2008	17452		

Trans #	Secondary	Size	Phase	Bank #
933	772013453	50	B	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:

Assessment/Field Comments: Set #3 @ 11:25 on 7/3/08 DL+CM
 236 / 118 / 118
 Removed Recorder 7-9-08 11:30 AM

Only problem noted was on July 6th JHP at 5:20 PM (approx)

Job Completed: By: DL+CM Date: 7/10/08 On Computer: By: _____ Date: _____
 # of Prints: 1 Print Dt/Tm: 07/01/2008 3:39:11 PM

NEC - 6

SEP - 8 2008

Job#: _____ Map Location: Springville Lumbant I Substation: Spring Substation 8
 Fed: Tom 81 Phase: UNK Stated By: Carl Hennessth
 Eng. Line Number: 0 County: Apache Estimate Only

008 ID # PAN ANGLE # PRL UNIT # PRL UNIT # GRND # GUY # ANCHOR # SEC. # BRV. # SEC. WIRE # BRV. WIRE # BRV. UNIT # MISC. UNIT # COMMENTS

State: _____ Range: 20E Location: _____ Retire_Acct: _____
 Checked By: _____ Crew: _____ Const_Acct: _____
 Start Date: 7/27/2008 Estimate Date: _____ Department: _____
 Cdra Code: 04 REA Loan: 2009 Budget: 0 Activity Code: _____
 Easement: _____
 Aid To Const: _____
 Membership: _____
 Permits: _____
 Call Before Dig: _____
 Close Date: _____
 Work Plan: AD14

Township: SN Location: _____ Retire_Acct: _____
 Range: 20E Crew: _____ Const_Acct: _____
 Section Name: 04 Estimate Date: _____ Department: _____
 REA Loan: 2009 Budget: 0 Activity Code: _____
 Directions: SPRINGVILLE
 EXISTING POLE #119
 E. ON SLASH 4 ROAD, NORTH ON LUMBANT DRIVE
 Comment: EXISTING POLE #119
 ADD 2 X MRS. RETIRE OPEN WIRE SECONDARY. REPLACE SERVICE DROP ASSEMBLIES
 DIVIDE TRANSFORMERS ON DIFFERENT PHASES AS BEST AS POSSIBLE. INDICATE
 CONNECTED PHASES ON STAKING SHEETS.
 "VOLTAGE COMPLAINT"

UNITS	REQ.
VG50CSP240	1
J2.1	18
J1.2	6
E1.1	2
2 acsr	2189
	ADD
VM2-1X	4-0
VG28CSP240	4-3
VG16CSP240	1
VG1.3	2
VG1.2	2
J2.1	10

Action	Conductor	Wire Feet	No. of Wires	Pole Line Feet
R	2 acsr	2189	2	1170

Misc 8 : 0
 Misc 6 : 0
 Misc 4 : 0

01-2301

PHASE1	FEET1SS2
FEET1S1	FEET2
FEET1	CONSUM2
CONSUM1	SECLIGHT
PHASE2	SECLGPL

AS BUILT
 8/25/08
 E.H.

Stakeholder: Carl Hernandez
 Estimate Only

Phase: UNK
 County: Apache

Feeder: [Join B]
 Eng. Limit Number: 0

Substation: Santa Substation B

Map Location: Springville Tumbler T
 Description: Add XPMR removes open wire sec

Job#: [Blank]
 Job: [Blank]

POS ID	SPAN	ANGLE	PRL WIRE CLASS	PRL UNIT	RAW	TRANS	SERVO	ANCHOR	SEC. #	SEC. WIRE	SEC. WIRE	MISC. UNIT	COMMENTS
119	0	0	C						3 J2.1				EXISTING POLE #119 ADD XPMR, RETIRE 1 OUT FOR OPEN WIRE SECONDARY
			C						1 J2.1				
120	171	90.96	R						2 J1.2		2 sec		ADD SKVA XPMR CONNECT SERVICES, RETIRE OPEN WIRE SECONDARY
			R						2 J2.1				
121	250	91.57	R						2 J2.1				ADD SKVA XPMR TO SKVA RETIRE OPEN WIRE SECONDARY, CONNECT SERVICES
			C						2 J1.2				
122	262	91.04	R						1 J2.1		2 sec		ADD XPMR, RETIRE OPEN WIRE SECONDARY, CONNECT SERVICES
			C						2 J1.2				
123	249	90.89	R						6 J2.1		2 sec		RETIRE OPEN WIRE SECONDARY, CONNECT SERVICES TO EXISTING XPMR
			C						2 J2.1				
124	249	91.5	R						4 J2.1		2 sec		ADD XPMR, REMOVE OPEN WIRE SECONDARY, AND OUT
			C						1 E1.1				
			C						2 J2.1				

NEC - 7

**NAVOPACHE ELECTRIC
VOLTAGE CHECK REQUEST**

317

Account: ██████████	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: ██████████
Service Address: COLTER SUB L13	Work Phone: NONE LISTED
Emergency Addr: 417 TUMBLING T DR	Mobile Phone: NONE LISTED
Service Desc:	Mailing Address:
Subdivision: COLTER SUBDIVISION	██████████
Service: OH Block: Lot: 13	417 S TUMBLING T DR
Line Srv Area: District: Springerville Office	SPRINGERVILLE, AZ 85938-5533
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: _____ Date: _____

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

Mon 6

NEC - 8

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone: (602) 542-2406

Fax: (602) 542-2400

Priority: Respond Within Five Days

Complaint No. 2008 - 71989

Date: 10/7/2008

Complaint Description: 05E Quality of Service - Outage/Interruptions
N/A Not Applicable

Complaint By: **First:** Lynn **Last:** Levingston

Account Name: Lynn Levingston

Home: (602) 542-2400

Street: 417 S. Tumbling T Drive

Work: (928) 243-1700

City: Springerville

CBR: (602) 542-2400

State: AZ **Zip:** 85938

is: E-Mail

Utility Company: Navopache Electric Cooperative, Inc.

Division: Electric

Contact Name: Paul O'Dair

Contact Phone: (928) 368-5118

Nature of Complaint:

CORRESPONDENCE RECEIVED:

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

ATTACHED - ACC Complaint Form, dated 9/28/2008:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: Account No. [REDACTED]

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!

MEC:

How many times in the past 12 months has the customer reported service issues to MEC? Please provide dated of each customer report, the cause of the customer report and how MEC addressed and resolved the repair issues.

Has MEC installed a Voltage recorder to the customer's meter? If so, on what date and what was the results of the voltage recording.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Date Completed:

Complaint No. 2008 - 71989

NEC - 9



NAVOPACHE ELECTRIC COOPERATIVE

October 9, 2008

Guadalupe Ortiz
Arizona Corporation Commission

~~928-543-2700~~ office

~~928-542-2127~~ fax

Re: Complaint No. 2008-71989

Dear Guadalupe

In response to complaint number 2008-71989, Navopache Electric (NEC) has investigated this complaint. In July 2008, the consumers meter loop was found to be defective. The consumer was notified and the problem was rectified by a licensed electrician hired by Ms. Levingston. A recording voltmeter was installed on 7-3-08 and removed on 7-10-08 with no out of limit conditions reported.

Along with the initial complaint, work order # 62784 was issued to add a transformer and remove open wire secondary which was completed 8-27-08. NEC has responded to the consumer on 6-18-08, 7-8-08, 7-28-08, and 8-27-08. The attached map shows how the services are run at the location stated in the complaint. NEC has 5 consumers on the same transformer with none of them complaining of power outages other than Ms. Levingston.

Please contact me with any further questions pertaining to this complaint.

Sincerely,

Kevin Streett
Manager of Operations
928-368-1227 office
928-368-6038 fax
kstreett@navopache.org

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

A Touchstone Energy® Cooperative 

NEC - 10

NEC - 11

**NAVOPACHE ELECTRIC
Miscellaneous**

Account: ~~0600000~~ SO Nbr: 335389 W/O#: _____
 Customer Nbr: 84994 Srv Loc Nbr: 25753 Cycle: 2

Taken By: 524rita Date Taken: 07/08/2008 Needed By: 07/08/2008

Name: LYNN LEVINGSTON

Home Phone: ~~908-222-8118~~

Service Address: COLTER SUB L13

Work Phone: NONE LISTED

Mobile Phone: NONE LISTED

Emergency Addr: 417 TUMBLING T DR

Service Desc:

Mailing Address:

Subdivision: COLTER SUBDIVISION

LYNN LEVINGSTON

~~417 TUMBLING T DR~~

SPRINGERVILLE, AZ 85938-5533

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 680

Meter #	Secondary	Rate	Mult	Dials	LV Rdg	LVR Date	KWH Rdg	KW Rdg	Date
56938	34017347	01	1	5	19385	09/29/2008			

Trans #	Secondary	Size	Phase	Bank #
933	772013453	50	B	0

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

General Comments:

service is very low. member is 5' 5 it is just above head. wire pole to house.

will spr remove recording voltmeter?

Service Comments:

this is cable tv not ours advised mrs levington to call eagle west tv. per 52

Assessment/Field Comments:

I met MRS. LEVINGSTON AT HER PROPERTY SHE KEPT THE GATE CLOSED. SHE TOOK A COPY OF THIS ORDER AND SAID SHE DID NOT WANT A RECORDING VOLT METER INSTALLED, SHE SAID WE ALREADY DID THAT AND

have voltage recorder
for one month
Read weekly

SHE DIDN'T WANT TO PLAY OUR GAMES, SHE WAS GOING TO NOTIFY THE COMMISSION THAT SHE IS GETTING THE "RUN AROUND FROM NEC". SHE CLAIMS NO WORK TO CORRECT HER TROUBLE HAS BEEN DONE AND SHE IS FED UP!

Job Completed: By: JHF Date: 10-21-08 On Computer: By: _____ Date: _____

of Prints: 4 Print Dt/Tm: 10/08/2008 4:39:06 PM

NEC - 12

Danine Kelley

From: Danine Kelley
Sent: Wednesday, November 26, 2008 10:15 AM
To: 'Guadalupe Ortiz'
Cc: Kevin Streett; Marshall Paul
Subject: Lynn Levingston
Attachments: Lynn Levingston 11-10 to 11-17-08.tif; David Pruett 11-10 to 11-17-08.tif

Lupe,

Attached are the reports from the voltage recorders we installed at Lynn's home and her neighbors home.

Both recorders were initially set on November 3, 2008 as agreed upon by NEC, ACC, and Ms. Levingston.

NEC had problems with the recorder that was set on Lynn's home and a recording was not retrieved, it was replaced on 11-10-08.

NEC retrieved recordings again on 11-17-08 from both recorders. See attached.

On Nov 17th NEC made the attempt to retrieve reports from Lynn Levingston's recorder. Her gates were locked at the time and entry to the property was not made.

After retrieving her neighbors recording NEC's service man went back to Lynn Levingston's residence to try again and found both gates to be unlocked and no one home. The recording was retrieved, and before exiting the property Lynn arrived home and had a brief confrontation with our service man. She stated that she did not understand what NEC was doing and that she did not want NEC on her property again.

Lynn's neighbor stated he has not had problems since the transformer was replaced on 11-3-08.

After reviewing the recent recordings, NEC found 2 low voltage events recorded on Ms. Levingston service, and 3 low voltage events and 1 high voltage event on Mr. Pruett's residence. The initial complaint was for blinking lights and or short outages at Ms. Levingston's home.

To try and resolve some of the voltage fluctuation, NEC closed in a capacitor bank located on the same circuit that feeds Ms. Levingston's residence on 11-25-08. We will continue to monitor voltage on that circuit through SCADA.

The recorders remain installed at both Ms. Levingston and Dave Pruett's homes. Please advise NEC as to what action should be taken next to resolve this complaint.

I appreciate your help,

11/26/2008

NEC - 13

December 29, 2008

RECEIVED

JAN 22 2009

AZ CORP COMM
Director Utilities

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

Re: Navopache Electric Complaint

Dear Ms. Ortiz:

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,

L. Levingston

Lynn Levingston

~~417 S. Tumbler, T. D. ...~~

Springerville, AZ 85938

NEC - 14

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 ~~602-968-4949~~

Fax: ~~602-542-2420~~ **Pages:** 12

Phone: ~~602-542-1115~~ **-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)
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).
3. 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.
4. July 2008 there was a problem with a low hanging wire. It was noted to be a cable TV wire.

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.

While it is impossible for us to know what each item in her house is using we do offer a kill-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.

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.

Sincerely,

Marian Garsha,

Supervisor of Office Services

NEC - 15

Service Location : LYNN LEVINGSTON, Cust#: 00000000

Account Level (Set Aside) Retrieve (0) District Office

Serv Loc # 0929-34-070 Serv Map Loc COLTER SUB L13 Emer Addr 4127 TUMBLING DR Service Description Service Area SPR - Springerville

Location Miscellaneous Connectivity Consumption History Climate History Mapping Deposit Calc
 Customer Filter <None> Provider Filter <None> Viewing Filter <None>

Billing ...	Pres R...	Account	Day...	Mete...	Rate...	Rate S...	Pres Rdg	Usage	Reporting...	Use Re...	Demand R...	Demand Rdg	Pwr Fact	Billing Mult	Pres Rdg Type
Mar 2011	03/01/2011	2575305	29	56938	1.01	1.01	54662	1,930	218.40	218.40	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2011	01/31/2011	2575305	33	56938	1.01	1.01	52732	2,126	236.87	236.87	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2011	12/29/2010	2575305	30	56938	1.01	1.01	50606	1,547	173.18	173.18	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2010	11/29/2010	2575305	33	56938	1.01	1.01	49059	2,055	227.53	227.53	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2010	10/27/2010	2575305	29	56938	1.01	1.01	47004	1,001	115.85	115.85	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2010	09/28/2010	2575305	33	56938	1.01	1.01	46003	758	87.93	87.93	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2010	08/25/2010	2575305	29	56938	1.01	1.01	45245	594	66.59	66.59	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2010	07/28/2010	2575305	29	56938	1.01	1.01	44651	583	67.46	67.46	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2010	06/29/2010	2575305	33	56938	1.01	1.01	44068	739	82.65	82.65	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2010	05/27/2010	2575305	29	56938	1.01	1.01	43329	1,223	135.58	135.58	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2010	04/28/2010	2575305	29	56938	1.01	1.01	42106	1,192	131.15	131.15	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2010	03/30/2010	2575305	29	56938	1.01	1.01	40914	1,548	173.11	173.11	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2010	03/01/2010	2575305	32	56938	1.01	1.01	39366	1,866	207.12	207.12	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2010	01/28/2010	2575305	29	56938	1.01	1.01	37500	1,978	219.31	219.31	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2010	12/30/2009	2575305	30	56938	1.01	1.01	35522	1,874	202.39	202.39	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2009	11/30/2009	2575305	33	56938	1.01	1.01	33646	1,440	151.77	151.77	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2009	10/28/2009	2575305	29	56938	1.01	1.01	32208	1,015	106.02	106.02	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2009	09/29/2009	2575305	33	56938	1.01	1.01	31193	794	83.11	83.11	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2009	08/27/2009	2575305	29	56938	1.01	1.01	30399	478	53.04	53.04	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2009	07/29/2009	2575305	29	56938	1.01	1.01	29921	465	46.26	46.26	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2009	06/30/2009	2575305	32	56938	1.01	1.01	29456	362	55.52	55.52	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2009	05/29/2009	2575305	30	56938	1.01	1.01	28894	604	60.42	60.42	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2009	04/29/2009	2575305	29	56938	1.01	1.01	28290	1,335	128.73	128.73	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2009	03/31/2009	2575305	29	56938	1.01	1.01	26955	1,313	129.59	129.59	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2009	03/02/2009	2575305	32	56938	1.01	1.01	25642	1,234	124.95	124.95	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2009	01/29/2009	2575305	29	56938	1.01	1.01	24408	1,290	134.54	134.54	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2009	12/31/2008	2575305	35	56938	1.01	1.01	23118	1,615	170.05	170.05	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2008	11/26/2008	2575305	29	56938	1.01	1.01	21503	1,115	122.19	122.19	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2008	10/28/2008	2575305	29	56938	1.01	1.01	20388	1,003	112.85	112.85	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2008	09/29/2008	2575305	32	56938	1.01	1.01	19385	613	92.93	92.93	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2008	08/28/2008	2575305	29	56938	1.01	1.01	18572	677	78.63	78.63	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2008	07/30/2008	2575305	30	56938	1.01	1.01	17895	484	57.33	57.33	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2008	06/30/2008	2575305	32	56938	1.01	1.01	17411	565	63.20	63.20	0.00	0.000	0.0000	1.0000	0 - Valid Reading

Averages

	Month 1 To 12	Month 13 to Month 24	Month 25 to Month 36
Reporting Revenue	143.36	120.44	103.97
Use	1275	1144	960
Use Revenue	143.36	120.44	103.97
Demand	0.000	0.000	0.000
Demand Revenue	0.00	0.00	0.00

Save Reset Add Delete Related

Service Location : LYNN LEVINGSTON, Cust#: 888888

Account Level (Set Aside) | Retrieve (0) | District Office

Serv Loc # 25753 | Serv Map Loc 0929-34-4-070 | Service Address COLTER SUB L13 | Emer Addr 417 TUMBLING T DR | Service Description | Service Area | SPR - Springerville

Location | Miscellaneous | Connectivity | Consumption History | Climate History | Mapping | Deposit Calc

Customer Filter <None> | Provider Filter <None> | Viewing Filter <None>

Billing ...	Pres R...	Account	Day...	Mete...	Rate...	Rate S...	Pres/Rdg...	Usage	Reporting...	Use Re...	Demand/R...	Demand Rdg	Pwr Fact.	Billing/Mult.	Pres Rdg Type	E
Jun 2008	05/29/2008	2575305	31	56938	1	01	16846	743	79.94	79.94	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
May 2008	04/28/2008	2575305	32	56938	1	01	16103	940	100.50	100.50	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Apr 2008	03/27/2008	2575305	29	56938	1	01	15163	1040	110.48	110.48	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Mar 2008	02/27/2008	2575305	30	56938	1	01	14123	975	101.88	101.88	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Feb 2008	01/28/2008	2575305	31	56938	1	01	13148	999	103.13	103.13	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jan 2008	12/28/2007	2575305	30	56938	1	01	12149	1014	104.57	104.57	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Dec 2007	11/28/2007	2575305	34	56938	1	01	11135	746	78.74	78.74	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Nov 2007	10/25/2007	2575305	30	56938	1	01	10389	578	62.54	62.54	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Oct 2007	09/25/2007	2575305	32	56938	1	01	9811	511	56.09	56.09	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Sep 2007	08/24/2007	2575305	31	56938	1	01	9300	524	57.33	57.33	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Aug 2007	07/24/2007	2575305	29	56938	1	01	8776	529	57.83	57.83	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jul 2007	06/25/2007	2575305	32	56938	1	01	8247	636	68.12	68.12	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jun 2007	05/24/2007	2575305	28	56938	1	01	7611	711	75.36	75.36	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
May 2007	04/26/2007	2575305	30	56938	1	01	6900	1050	110.92	110.92	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Apr 2007	03/27/2007	2575305	28	56938	1	01	5850	1136	120.78	120.78	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Mar 2007	02/27/2007	2575305	33	56938	1	01	4714	2189	228.83	228.83	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Feb 2007	01/25/2007	2575305	29	56938	1	01	2525	2525	262.23	262.23	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Feb 2007	12/27/2006	2575305	0	37507	1	22	16688	0	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Feb 2007	12/27/2006	2575305	0	37507	2	23	31840	0	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jan 2007	12/27/2006	2575305	30	37507	1	22	16688	663	179.47	179.47	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jan 2007	12/27/2006	2575305	30	37507	2	23	31840	1578	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Dec 2006	11/27/2006	2575305	33	37507	1	22	16025	527	167.17	167.17	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Dec 2006	11/27/2006	2575305	33	37507	2	23	30262	1761	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Nov 2006	10/25/2006	2575305	29	37507	1	22	15498	238	84.90	84.90	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Nov 2006	10/25/2006	2575305	29	37507	2	23	28501	673	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Oct 2006	09/26/2006	2575305	29	37507	1	22	15260	193	64.06	64.06	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Oct 2006	09/26/2006	2575305	29	37507	2	23	27828	339	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Sep 2006	08/28/2006	2575305	33	37507	1	22	15067	238	70.25	70.25	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Sep 2006	08/28/2006	2575305	33	37507	2	23	27489	322	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Aug 2006	07/26/2006	2575305	30	37507	1	22	14829	234	68.49	68.49	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Aug 2006	07/26/2006	2575305	30	37507	2	23	27167	308	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jul 2006	06/25/2006	2575305	33	37507	1	22	14595	252	69.78	69.78	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jul 2006	06/25/2006	2575305	33	37507	2	23	26859	355	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	

Averages

	Month 1 To 12	Month 13 to Month 24	Month 25 to Month 36
Reporting Revenue	143.36	120.44	103.97
Use	1275	1144	960
Use Revenue	143.36	120.44	103.97
Demand	0.000	0.000	0.000
Demand Revenue	0.00	0.00	0.00

Save | Reset | Add | Delete | Related

Service Location : LYNN LEVINGSTON, Cust#:

Account Level (Set Aside) Retrieve (0)

Serv Loc # 25753 Serv Map Loc 0929-34-4-070 Service Address COLTER SUB I L3 Emer Addr A 417 TUMBLING TR Service Description Service Area District Office SPR - Springfield Q

Location Miscellaneous Connectivity Consumption History Climate History Mapping Deposit Calc Customer Filter <None> Provider Filter <None> Viewing Filter <None>

Billing	Pres R...	Account	Day...	Mets...	Re...	Rate S...	Pres Rdg	Usage	Reporting...	Use/Re...	Demand R...	Demand Rdg	Pwr Fact	Billing Mult	Pres Rdg Type
Aug 2006	07/26/2006	2575305	30	37507	2	23	27167	308	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2006	06/26/2006	2575305	33	37507	1	22	14595	252	69.78	69.78	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2006	06/26/2006	2575305	33	37507	2	23	26859	355	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2006	05/24/2006	2575305	30	37507	1	22	14343	303	81.97	81.97	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2006	05/24/2006	2575305	30	37507	2	23	28504	506	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2006	04/24/2006	2575305	28	37507	1	22	14040	240	79.32	79.32	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2006	04/24/2006	2575305	28	37507	2	23	25998	584	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2006	03/27/2006	2575305	31	37507	1	22	13800	391	121.83	121.83	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2006	03/27/2006	2575305	31	37507	2	23	25414	1,099	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2006	02/24/2006	2575305	30	37507	1	22	13409	588	164.96	164.96	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2006	02/24/2006	2575305	30	37507	2	23	24315	1,314	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2006	01/25/2006	2575305	28	37507	1	22	12821	768	201.60	201.60	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2006	01/25/2006	2575305	28	37507	2	23	23001	1,427	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2006	12/28/2005	2575305	35	37507	1	22	12053	860	218.07	218.07	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2006	12/28/2005	2575305	35	37507	2	23	21574	1,620	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2005	11/23/2005	2575305	29	37507	1	22	11193	457	128.29	128.29	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2005	11/23/2005	2575305	29	37507	2	23	19954	955	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2005	10/25/2005	2575305	29	37507	1	22	10736	215	66.87	66.87	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2005	10/25/2005	2575305	29	37507	2	23	18999	366	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2005	09/26/2005	2575305	32	37507	1	22	10521	209	63.00	63.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2005	09/26/2005	2575305	32	37507	2	23	18633	303	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2005	08/25/2005	2575305	30	37507	1	22	10312	214	62.58	62.58	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2005	08/25/2005	2575305	30	37507	2	23	18330	289	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2005	07/26/2005	2575305	33	37507	1	22	10098	270	72.15	72.15	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2005	07/26/2005	2575305	33	37507	2	23	18041	384	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2005	06/23/2005	2575305	29	37507	1	22	9828	246	65.33	65.33	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2005	06/23/2005	2575305	29	37507	2	23	17657	293	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2005	05/25/2005	2575305	30	37507	1	22	9882	321	82.37	82.37	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2005	05/25/2005	2575305	30	37507	2	23	17364	301	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2005	04/25/2005	2575305	32	37507	1	22	9261	452	118.67	118.67	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2005	04/25/2005	2575305	32	37507	2	23	16863	1,016	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2005	03/24/2005	2575305	28	37507	1	22	8809	595	138.22	138.22	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2005	03/24/2005	2575305	28	37507	2	23	15847	1,179	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading

Averages

	Month 1 To 12	Month 13 to Month 24	Month 25 to Month 36
Reporting Revenue	143.36	120.44	103.97
Use	1275	1144	960
Use Revenue	143.36	120.44	103.97
Demand	0.000	0.000	0.000
Demand Revenue	0.00	0.00	0.00

Service Location : LYNN LEVINGSTON, Cust# 10000000

Account Level (Sat Aside) Retrieve (1)

Serv Loc #	Serv Map Loc	Service Address	Enter Addr	Service Description	Service Area	District Office
25753	0929-34-4-070	COLTER SUB L13	417 TUMBLING T DR			SPR - Springerville

Billing ...	Pres R...	Account	Day...	Mete...	Re...	Rate: S...	Pres Rdg	Usage	Reporting...	Use, Re...	Demand R...	Demand Rdg	Pwr Fact.	Billing Mult	Pres Rdg Type
May 2005	04/25/2005	2575305	32	37507	2	23	16863	1,016	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2005	03/24/2005	2575305	28	37507	1	22	8609	595	138.22	138.22	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2005	03/24/2005	2575305	28	37507	2	23	15847	1,179	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2005	02/24/2005	2575305	30	37507	1	22	8214	782	172.40	172.40	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2005	02/24/2005	2575305	30	37507	2	23	14668	1,482	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2005	01/25/2005	2575305	29	37507	1	22	7432	645	147.09	147.09	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2005	01/25/2005	2575305	29	37507	2	23	15186	1,223	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2005	12/27/2004	2575305	34	37507	1	22	6787	469	113.45	113.45	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2005	12/27/2004	2575305	34	37507	2	23	11963	888	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2004	11/23/2004	2575305	29	37507	1	22	6318	334	89.53	89.53	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2004	11/23/2004	2575305	29	37507	2	23	11075	682	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2004	10/25/2004	2575305	32	37507	1	22	5984	344	87.54	87.54	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2004	10/25/2004	2575305	32	37507	2	23	10393	582	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2004	09/23/2004	2575305	30	37507	1	22	5640	264	68.86	68.86	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2004	09/23/2004	2575305	30	37507	2	23	9811	338	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2004	08/24/2004	2575305	32	37507	1	22	5376	253	68.00	68.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2004	08/24/2004	2575305	32	37507	2	23	9473	343	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2004	07/23/2004	2575305	30	37507	1	22	5123	225	63.77	63.77	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2004	07/23/2004	2575305	30	37507	2	23	9130	310	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2004	06/23/2004	2575305	30	37507	1	22	4898	251	64.82	64.82	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2004	06/23/2004	2575305	30	37507	2	23	8820	276	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2004	05/24/2004	2575305	28	37507	1	22	4647	204	61.56	61.56	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2004	05/24/2004	2575305	28	37507	2	23	8544	313	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2004	04/26/2004	2575305	32	37507	1	22	4443	198	65.39	65.39	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2004	04/26/2004	2575305	32	37507	2	23	8231	405	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2004	03/25/2004	2575305	28	37507	1	22	4245	230	69.56	69.56	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2004	03/25/2004	2575305	28	37507	2	23	7826	428	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2004	02/26/2004	2575305	30	37507	1	22	4015	366	99.44	99.44	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2004	02/26/2004	2575305	30	37507	2	23	7398	772	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2004	01/27/2004	2575305	29	37507	1	22	3649	381	106.71	106.71	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2004	01/27/2004	2575305	29	37507	2	23	6626	888	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2004	12/29/2003	2575305	34	37507	1	22	3268	545	132.25	132.25	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2004	12/29/2003	2575305	34	37507	2	23	5738	1,089	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading

Averages

	Month 1 To 12	Month 13 to Month 24	Month 25 to Month 36
Reporting Revenue	143.36	120.44	103.97
Use	1275	1144	960
Use Revenue	143.36	120.44	103.97
Demand	0.000	0.000	0.000
Demand Revenue	0.00	0.00	0.00

Service Location : LYNN LEVINGSTON, Cust.#: 8

Account Level (Set Aside) Retrieve (U)

Serv Loc #	Serv Map Loc	Service Address	Emerg Addr	Service Description	Service Area	District Office
25753	0929-344-070	COLTER SUB L13	417 TUMBLING TDR			SPR - Springville

Location	Miscellaneous	Connectivity	Consumption History	Climate History	Mapping	Deposit Calc
			Provider Filter <None>	Viewing Filter <None>		

Billing	Pres R...	Account	Day...	Mete...	Re...	Rate: S...	Pres Rdg	Usage	Reporting...	Use Re...	Demand R...	Demand Rdg	Pwr Fact	Billing Mult	Pres Rdg. Type	E
Dec 2003	11/25/2003	2575305	32	37507	1	22	2723	371	100.17	100.17	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Dec 2003	11/25/2003	2575305	32	37507	2	23	4649	768	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Nov 2003	10/24/2003	2575305	30	37507	1	22	2352	320	78.63	78.63	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Nov 2003	10/24/2003	2575305	30	37507	2	23	3881	411	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Oct 2003	09/24/2003	2575305	30	37507	1	22	2032	240	64.85	64.85	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Oct 2003	09/24/2003	2575305	30	37507	2	23	3470	284	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Sep 2003	08/25/2003	2575305	32	37507	1	22	1792	315	77.12	77.12	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Sep 2003	08/25/2003	2575305	32	37507	2	23	3186	389	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Aug 2003	07/24/2003	2575305	30	37507	1	22	1477	345	78.55	78.55	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Aug 2003	07/24/2003	2575305	30	37507	2	23	2797	428	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jul 2003	06/24/2003	2575305	32	37507	1	22	1132	256	65.54	65.54	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jul 2003	06/24/2003	2575305	32	37507	2	23	2369	334	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jun 2003	05/23/2003	2575305	29	37507	1	22	876	269	72.77	72.77	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jun 2003	05/23/2003	2575305	29	37507	2	23	2035	525	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
May 2003	04/24/2003	2575305	28	37507	1	22	607	263	75.17	75.17	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
May 2003	04/24/2003	2575305	28	37507	2	23	1510	602	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Apr 2003	03/27/2003	2575305	30	37507	1	22	344	344	92.99	92.99	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Apr 2003	03/27/2003	2575305	30	37507	2	23	908	908	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Apr 2003	02/25/2003	2575305	0	14697	1	01	24328	0	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Apr 2003	02/25/2003	2575305	32	14697	1	01	24328	1,416	129.88	129.88	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Mar 2003	01/24/2003	2575305	28	14697	1	01	22912	1,614	147.07	147.07	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jan 2003	12/27/2002	2575305	32	14697	1	01	21298	2,033	184.49	184.49	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Dec 2002	11/25/2002	2575305	33	14697	1	01	19265	1,649	154.52	154.52	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Nov 2002	10/23/2002	2575305	28	14697	1	01	17616	1,054	104.68	104.68	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Oct 2002	09/25/2002	2575305	30	14697	1	01	16562	890	87.52	87.52	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Sep 2002	08/26/2002	2575305	34	14697	1	01	15672	1,008	97.11	97.11	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Aug 2002	07/23/2002	2575305	29	14697	1	01	14664	-122	14.64	14.64	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Jul 2002	06/24/2002	2575305	32	14697	1	01	14786	1,684	135.61	135.61	0.00	0.000	0.0000	1.0000	6 - Computer Estimate	
Jun 2002	05/23/2002	2575305	29	14697	1	01	13102	1,015	84.45	84.45	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
May 2002	04/24/2002	2575305	28	14697	1	01	12087	1,907	106.77	106.77	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Apr 2002	03/27/2002	2575305	30	14697	1	01	10780	2,730	200.71	200.71	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Mar 2002	02/25/2002	2575305	32	14697	1	01	8050	730	54.68	54.68	0.00	0.000	0.0000	1.0000	0 - Valid Reading	
Feb 2002	01/24/2002	2575305	28	14697	1	01	7320	2,041	140.64	140.64	0.00	0.000	0.0000	1.0000	0 - Valid Reading	

Averages	Month 1 To 12	Month 13 to Month 24	Month 25 to Month 36
Reporting Revenue	143.36	120.44	103.97
Use	1275	1144	960
Use Revenue	143.36	120.44	103.97
Demand	0.000	0.000	0.000
Demand Revenue	0.00	0.00	0.00

Service Location : LYNN LEVINGSTON, Cust# [REDACTED]

Account Level [Set Aside] | Retrieve (0)

Serv Loc #	Serv Map Loc	Service Address	Emer Addr	Service Description	Service Area	District Office
25753	0929-344-070	COLTIER SUB L13	417 TUMBLING T DR		SPR - Springerville	

Miscellaneous
 Connectivity
 Consumption History
 Climate History
 Mapping
 Deposit Calc

Customer Filter <None>
 Provider Filter <None>
 Viewing Filter <None>

Billing ...	Pras R...	Account	Day...	Mets...	Re...	Rate S...	Pres/Rdg	Usage	Reporting...	Use Re...	Demand R...	Demand Rdg	Pwr Fact	Billing Mult	Pres Rdg Type
Jun 2003	05/23/2003	2575305	29	37507	2	23	2035	525	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2003	04/24/2003	2575305	28	37507	1	23	607	263	75.17	75.17	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2003	04/24/2003	2575305	28	37507	2	23	1510	602	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2003	03/27/2003	2575305	30	37507	1	22	344	344	92.99	92.99	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2003	03/27/2003	2575305	30	37507	2	23	908	908	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2003	02/25/2003	2575305	0	14697	1	01	24328	0	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2003	02/25/2003	2575305	32	14697	1	01	24328	1,416	129.88	129.88	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2003	01/24/2003	2575305	28	14697	1	01	22912	1,614	147.07	147.07	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2003	12/27/2002	2575305	32	14697	1	01	21298	2,033	184.49	184.49	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2002	11/25/2002	2575305	33	14697	1	01	19265	1,649	154.52	154.52	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2002	10/23/2002	2575305	28	14697	1	01	17616	1,054	104.68	104.68	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2002	09/25/2002	2575305	30	14697	1	01	16562	890	87.52	87.52	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2002	08/26/2002	2575305	34	14697	1	01	15672	1,008	97.11	97.11	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2002	07/23/2002	2575305	29	14697	1	01	14664	-122	14.64	14.64	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2002	06/24/2002	2575305	32	14697	1	01	14786	1,684	135.61	135.61	0.00	0.000	0.0000	1.0000	6 - Computer Estimate
Jun 2002	05/23/2002	2575305	29	14697	1	01	13102	1,015	84.45	84.45	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2002	04/24/2002	2575305	28	14697	1	01	12087	1,307	106.77	106.77	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2002	03/27/2002	2575305	30	14697	1	01	10780	2,730	200.71	200.71	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2002	02/25/2002	2575305	32	14697	1	01	8050	730	54.68	54.68	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2002	01/24/2002	2575305	28	14697	1	01	7320	2,041	140.64	140.64	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jan 2002	12/27/2001	2575305	31	14697	1	01	5279	1,915	117.39	117.39	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Dec 2001	11/26/2001	2575305	33	14697	1	01	3364	1,645	102.62	102.62	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Nov 2001	10/24/2001	2575305	29	14697	1	01	1719	1,073	77.18	77.18	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2001	09/25/2001	2575305	29	14697	1	01	646	646	58.56	58.56	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Oct 2001	08/27/2001	2575305	0	10756	1	01	36926	0	0.00	0.00	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Sep 2001	08/27/2001	2575305	33	10756	1	01	36926	1,127	105.03	105.03	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Aug 2001	07/25/2001	2575305	30	10756	1	01	35799	586	70.28	70.28	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jul 2001	06/25/2001	2575305	31	10756	1	01	35213	766	90.48	90.48	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Jun 2001	05/25/2001	2575305	29	10756	1	01	34447	893	101.44	101.44	0.00	0.000	0.0000	1.0000	0 - Valid Reading
May 2001	04/26/2001	2575305	31	10756	1	01	33554	842	97.29	97.29	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Apr 2001	03/26/2001	2575305	28	10756	1	01	32712	1,214	134.88	134.88	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Mar 2001	02/26/2001	2575305	32	10756	1	01	31498	1,073	117.13	117.13	0.00	0.000	0.0000	1.0000	0 - Valid Reading
Feb 2001	01/25/2001	2575305	29	10756	1	01	30425	502	61.31	61.31	0.00	0.000	0.0000	1.0000	0 - Valid Reading

Averages	Month 1 To 12	Month 13 to Month 24	Month 25 to Month 36
Reporting Revenue	143.36	120.44	103.97
Use	1275	1144	960
Use Revenue	143.36	120.44	103.97
Demand	0.000	0.000	0.000
Demand Revenue	0.00	0.00	0.00