

ORIGINAL



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BEFORE THE ARIZONA CORPORATION COMMISSION

RECEIVED

Arizona Corporation Commission

DOCKETED

OCT 05 2012

COMMISSIONERS

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

AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY [Signature]

DANIEL SINGER,

Complainant,

vs.

TUCSON ELECTRIC POWER COMPANY,

Respondent

DOCKET NO. E-01933A-12-0400

**TUCSON ELECTRIC POWER
COMPANY'S ANSWER TO
FORMAL COMPLAINT**

AND

MOTION TO DISMISS

Tucson Electric Power Company ("TEP" or "Company"), through undersigned counsel, answers the Complaint filed by Daniel Singer ("Complainant" or "Mr. Singer") docketed on September 17, 2012. TEP respectfully requests that the Arizona Corporation Commission ("Commission") dismiss Complainant's Complaint for the reasons explained below.

ANSWER

1. TEP admits that on May 1, 2012, the Complainant contacted TEP to dispute his bill issued on April 30, 2012. (See Exhibit 1) The bill was for a three-story, 12,000-foot commercial building, which TEP understands Complainant rents out space to different occupants. Mr. Singer requested to have a meter re-read. In accordance with TEP's Rules and Regulations at Section 10 (C), TEP conducted a re-read of the meter on May 2, 2012. That re-read obtained on May 2, 2012 confirmed the original read on April 27, 2012.

2. TEP admits that on May 11, 2012, TEP informed the Complainant that the re-read confirmed the initial reading.

1 3. TEP denies that the meter at the service address failed to correctly read the usage,
2 or that TEP is in violation of its Rules and Regulations Section 8(A)(2) or Arizona
3 Administrative Code R14-2-208(A)(2).

4 4. TEP admits that on May 15, 2012, Mr. Singer requested that the original meter be
5 tested. TEP will replace any meter associated with an inquiry into its accuracy and test a meter
6 upon a Customer's request pursuant to TEP's Rules and Regulations Section 10 (E)(1) & (F).
7 TEP removed and replaced Mr. Singer's original electronic single phase, AMR style meter, with
8 another like meter on May 17, 2012; the meter was tested on May 18, 2012. Replaced meters
9 will be tested for accuracy and will be found to be acceptable if its error margin is within plus or
10 minus three percent of 100. TEP's Rules and Regulations Section 10(E)(1). Should a meter test
11 show that a meter is more than three percent in error after testing, TEP's Rules and Regulations
12 Section 11(E)(1) requires TEP to issue an adjusted bill. The three meter tests performed showed
13 the meter running at 99.89, 99.89 and 99.92 – the meter tested no more than 0.11 percent away
14 from 100, well within the three percent error margin. (*See Exhibit 2*) In fact, meters that test
15 below 100, as Mr. Singer's did, are actually running slow.

16 5. TEP admits that on June 1, 2012, Mr. Singer contacted TEP Representative
17 Martin Lopez to dispute his bill issued on May 30, 2012. (*See Exhibit 1*) Mr. Singer's bill
18 reflected usage between April 28, 2012 and May 29, 2012. Because the original meter was
19 replaced on May 17, 2012, the bill reflects reads from both the original meter and the
20 replacement meter. Mr. Lopez explained the per-day usage data showed a decline prior to when
21 TEP replaced the original meter on May 17, 2012. The daily usage is determined by the amount
22 of kilowatts used in a period of time, then divided by the number of days from the last read. On
23 the April 27, 2012 meter read, the average daily usage was 1,569 kWh per day. Between April
24 27 and May 2, 2012 (the reread date) the average daily usage dropped to 1,344 kWh per day.
25 Between May 2 and May 17, 2012 (day the meter was replaced) the average kWh per day
26 dropped down to 1,114 kWh per day.

27

1 6. TEP admits that on June 6, 2012, it installed an electronic chart recorder to
2 monitor supply voltage. The voltage report shows that the voltage supply is within acceptable
3 limits. (See Exhibit 3)

4 7. Additionally, TEP admits that on June 6, 2012 its employee Ed Mansfield
5 performed a load profile on the Complainant's original meter for March 3 through May 17, 2012
6 (when the original meter was replaced) – where he extracted interval load data from the meter.
7 The Load Profile Demand Data Graph (See Exhibit 4) shows that on March 26, 2012, at about
8 4:00 p.m., the load increased by four to five times the load it was previously running. Taking
9 into account normal hourly fluctuations, the load remained consistently at that level until about
10 noon on May 12, 2012 – the day after Mr. Singer was informed that the results of the meter re-
11 read verified the April 27, 2012 read. On May 12, 2012 the load begins to lower and returns to
12 the pre-spike level prior to the meter being removed and exchanged on May 17, 2012.

13 8. TEP admits that on June 6, 2012, Mr. Lopez spoke to Mr. Singer about the
14 information that was obtained from the meter load profile; Mr. Singer continued to disagree with
15 the information provided and again requested TEP credit his account. Since no resolution could
16 be reached, Mr. Lopez informed Mr. Singer that he could continue to dispute his bill through the
17 Arizona Corporation Commission (“Commission”).

18 9. TEP admits that on June 6, 2012, the Complainant filed an informal complaint
19 with the Commission, disputing the bills received in April and May. (See Exhibit 5, which
20 includes responses to questions regarding the dispute) A telephonic mediation was held on
21 August 17, 2012 between Mr. Singer, Commission Customer Service Representative Richard
22 Martinez, and TEP representatives Martin Lopez, Ed Mansfield, and Cara Ruben. The TEP
23 representatives explained that the meter tested within acceptable error limits, the voltage report
24 was satisfactory, the load data extracted from the meter showed an increase in load from March
25 26 to May 12, 2012, and a reduction in load beginning on May 12, 2012, prior to the meter being
26 replaced. No resolution was reached during the mediation.

27

1 WHEREFORE, having fully answered Mr. Singer's Complaint, TEP requests that the
2 Commission issue a Decision dismissing the Complaint; and

3 1. Denying all relief sought by Complainant, including any request that Complainant
4 be reimbursed for all charges exceeding historic levels of use, late fees and fee for meter
5 exchange; and

6 2. Granting such further relief as this Commission deems just and reasonable.

7

8 RESPECTFULLY SUBMITTED this 5th day of October 2012.

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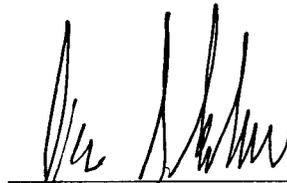
TUCSON ELECTRIC POWER COMPANY

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By



Jason D. Gellman
Roshka, DeWulf & Patten, PLC
400 East Van Buren Street, Suite 800
Phoenix, Arizona 85004
Attorney for Tucson Electric Power Company

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Original and 13 copies of the foregoing
filed this 5th day of October 2012 to:

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Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

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Copy of the foregoing hand-delivered/mailed
this 5th day of October 2012 to:

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Lyn Farmer
Chief Administrative Law Judge
Hearing Division
Arizona Corporation Commission
400 West Congress Suite # 221
Tucson, AZ 85701-1347

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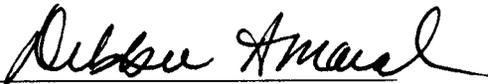
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1 Steven M. Olea, Director
2 Utilities Division
3 Arizona Corporation Commission
4 1200 West Washington Street
5 Phoenix, Arizona 85007

6 Janice Alward, Chief Counsel
7 Legal Division
8 Arizona Corporation Commission
9 1200 West Washington Street
10 Phoenix, Arizona 85007

11 Scott Hesla
12 Legal Division
13 Arizona Corporation Commission
14 1200 West Washington Street
15 Phoenix, Arizona 85007

16 Keith A. Singer, P.L.L.C.
17 1325 North Wilmot, Suite 200
18 Tucson, Arizona 85712

19 By 

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EXHIBIT 1

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PO Box 80073
Prescott AZ 86304-8073

#BWNDCCF

WILMOT CENTRAL

Bill Date:	4-30-2012
Due Date:	5-10-2012

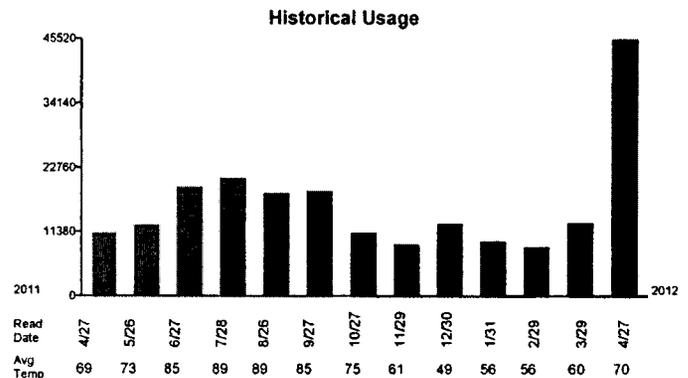
Previous Balance	1,649.10
Payments	1,649.10
Pledged Contributions	0.00
Current Charges	6,003.63
Adjustments (Refunds & Fees)	0.00
AMOUNT DUE	6,003.63

Additional Financially Responsible: DANIEL SINGER

1325 N WILMOT RD, TUCSON, AZ 85712-5166

GS-10-General Service 03/30/2012 to 04/27/2012

DELIVERY SERVICES	
Customer Charge - Three Phase Service	14.00
Winter - 1st 500 kWh 500.00 @ \$0.051252	25.63
Winter - Above 500 kWhs 45,020.00 @ \$0.080145	3,608.13
POWER SUPPLY CHARGES	
Winter - kWh 45,520.00 @ \$0.024222	1,102.59
PPFAC - kWh 45,520.00 @ \$0.007696	350.32
GREEN ENERGY CHARGES	
Renewable Energy Standard Tariff	130.00
DSM Surcharge - kWh 45,520.00 @ \$0.001249	56.85
TAXES AND ASSESSMENTS	
AZISA Assessment	0.36
ACC Assessment	7.18
City Franchise Fee	119.12
State Sales Tax	363.38
County Sales Tax	27.53
City Sales Tax	105.89
City Public Utility Tax	92.65



TOTAL CURRENT CHARGES - Electric Service 6,003.63

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
TR9R-425	KWH	5-29	4-27	3-29	29	4509	3940	569	80	45520

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

WILMOT CENTRAL

DUE DATE	AMOUNT DUE	+ Contribution =	Amount Paid
05-10-2012	\$6,003.63		

Mail stub with payment to:

TUCSON ELECTRIC POWER COMPANY
PO BOX 80077
PRESCOTT AZ 86304-8077

N 01 7391648732 000164910 D 000600363 D 7



Print address or telephone corrections on reverse side.

HEERO® Contribution

* Help with Emergency Energy Relief Operation
Add a one-time amount or visit tep.com for monthly enrollment details.

Delinquent Account

PO Box 80077
Prescott AZ 86304-8077

#BWNDCCF

WILMOT CENTRAL

Bill Date:	5-30-2012
Due Date:	6-11-2012

Previous Balance	6,003.63
Payments	1,649.10
Pledged Contributions	0.00
Current Charges	4,477.81
Adjustments (Refunds & Fees)	237.62
AMOUNT DUE	9,069.96

Additional Financially Responsible: DANIEL SINGER

Your account is delinquent in the amount of \$4,354.53 which is due immediately.

1325 N WILMOT RD, TUCSON, AZ 85712-5166

GS-10-General Service 04/28/2012 to 05/29/2012

DELIVERY SERVICES

Customer Charge - Three Phase Service	14.00
Summer - 1st 500 kWh 453.13 @ \$0.056236	25.48
Summer - Above 500 kWhs 27,314.37 @ \$0.085145	2,325.68
Winter - 1st 500 kWh 46.88 @ \$0.051252	2.40
Winter - Above 500 kWhs 2,825.62 @ \$0.080145	226.46

POWER SUPPLY CHARGES

Summer - kWh 27,767.50 @ \$0.03155	876.06
Winter - kWh 2,872.50 @ \$0.024222	69.58
PPFAC - kWh 30,640.00 @ \$0.007696	235.81

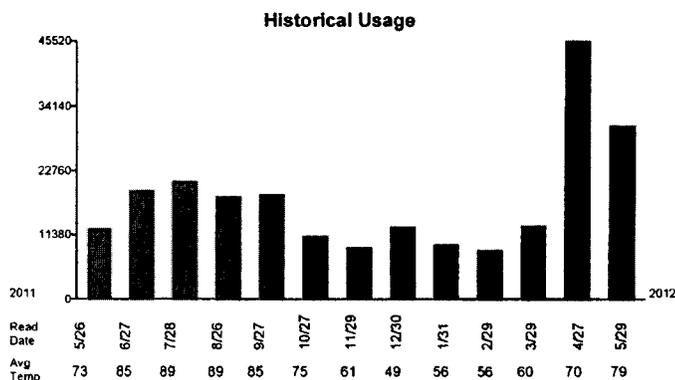
GREEN ENERGY CHARGES

Renewable Energy Standard Tariff	130.00
DSM Surcharge - kWh 30,640.00 @ \$0.001249	38.27

TAXES AND ASSESSMENTS

AZISA Assessment	0.25
ACC Assessment	5.35
City Franchise Fee	88.85
State Sales Tax	271.02
County Sales Tax	20.53
City Sales Tax	78.97
City Public Utility Tax	69.10

TOTAL CURRENT CHARGES - Electric Service	4,477.81
Late Payment Fee (including taxes)	74.15
Meter Test Charge (including taxes)	163.47
Total Charges	4,715.43



Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
TR9R-425	KWH	5-29	5-17	4-27	20	4802	4509	293	80	23440
TR9R-1216	KWH	6-28	5-29	5-17	12	90	0	90	80	7200

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

WILMOT CENTRAL

DUE DATE	AMOUNT DUE	+ Contribution =	Amount Paid
06-11-2012	\$9,069.96		

Mail stub with payment to:

TUCSON ELECTRIC POWER COMPANY
PO BOX 80077
PRESCOTT AZ 86304-8077

N 01 7391648732 000600363 D 000906996 D 7



Delinquent Account

HEERO* Contribution

* Help with Emergency Energy Relief Operation

Add a one-time amount or visit tep.com for monthly enrollment details.

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EXHIBIT 2

Tucson Electric Power Company

SINGLE AND THREE PHASE TRANSFORMER RATED

NAME: WILMOT CENTRAL
 ADDRESS: 1325 N MILMOT RD.

ATTN: BILLING
 ISSUED BY: MS
 DATE: 5/18/2011

REASON FOR TEST: " PER CUSTOMER -PULL AND TEST "

METER CO. NO. TR9R-425 MAKE TITRON
 TYPE CP1SR3 VOLTS 120 AMPS 2.5

SERIAL NO. 63989553 WIRE 4 PHASE 3 REG. RATIO ELEC. DISC. K 1.8
 P.T. RATIO C.T. RATIO 3-400/5 DIAL K 80 SEAL
 READING BEFORE 04802 DATE SET DATE REM 5/17/12
 CREEP NO WATTS PER HR GROUND WATTS PER HOUR
 CONDITION OF SEAL NOT REPORTED AS BROKEN STANDARD NO 10100
 REMARK " SEE RESULTS "

AS FOUND

P.F. %		Amps.	Std. Coil	Std. Rev	Cor.	Kh.	Met. Rev.	Kh.	Element	% Error
100	F.L.	2.5								99.89
100	L.L.	2.5								99.89
50	F.L.	2.5								99.92
	L.L.									
	F.L.									

2046 REV 2/23/04

ADDITIONAL FACTORS

.25	99.90
0.5	99.88
1.0	99.92
1.5	99.96
2.5	99.94
3.0	99.95

METER/EQUIPMENT RELEASE

Meter/Equipment may be repaired or salvaged

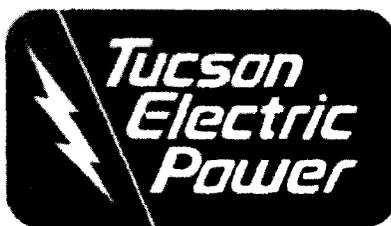
Customer has been:

- Backbilled Notified of test results above
 Other

2046 REV 2/23/04

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EXHIBIT 3



A UniSource Energy Company

Date: June 6, 2012
Address: 1325 N Wilmot Rd. Tucson, AZ. 85712

Subject: Voltage Problem (WR# 249911)

This letter is in reference to your report of voltage problems at the above facility. In response to your notification, TEP installed an electronic chart recorder to monitor supply voltage.

The results of the voltage recording are shown below.

The recorder records the average, minimum, and maximum values during each one minute interval. The average value is what the electrician reads when he checks it with his meter. It is the value that the utility has to maintain, with +/- 5% tolerance, according to the ANSI Standard that has been adopted by utilities all over the US. For residential 120 volt single phase customers, for example, this value ranges from 114 to 126 volts. The minimum and maximum values represent voltage dips and swells that are caused by load variations or system faults as well as by external events such as lightning. Dips and swells may also be caused by inadequate wiring or equipment, either within the customer's facilities or on the TEP system. TEP is responsible for correcting only those problems that involve TEP-owned equipment and material.

Average Voltage Chart

This chart shows normal voltage level within acceptable limits of $\pm 5\%$ of the nominal voltage.

Minimum Voltage Chart

This chart shows no under voltage outside the $\pm 5\%$ limits of the nominal voltage

Maximum Voltage Chart

This chart shows no over voltage conditions outside the $\pm 5\%$ limits.

Based on these chart recorder results the voltage supply is:

- Satisfactory and no further action is required.
- Non-Satisfactory and requires correction. TEP will notify you once the correction has been completed and verified. If you have any further concerns please don't hesitate to call us. Thanks!

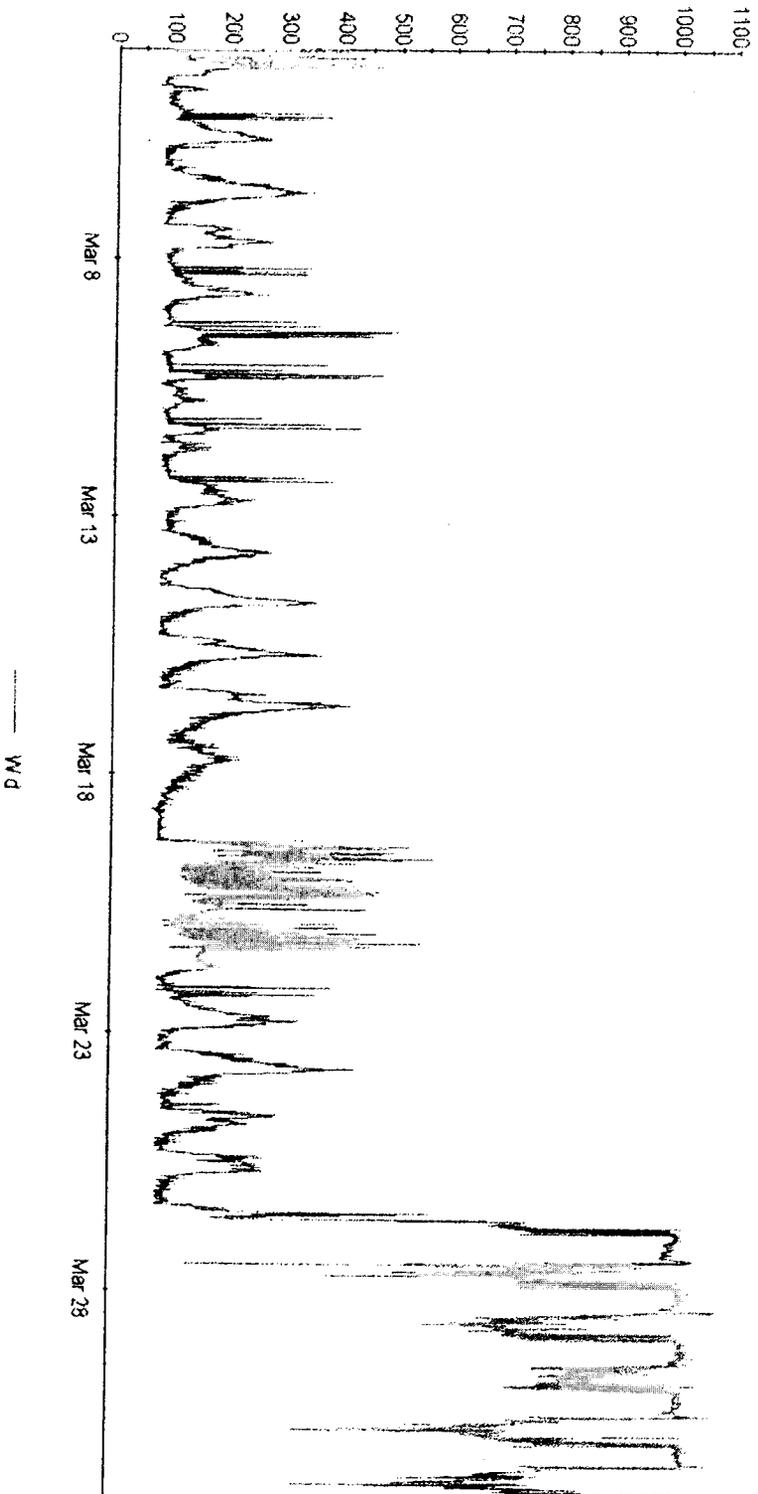
Regards,
Tyler Wallace
Mail Stop ID: HQE609
UniSource Energy Corporate Headquarters
88 E. Broadway
Tucson, AZ 85701

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EXHIBIT 4

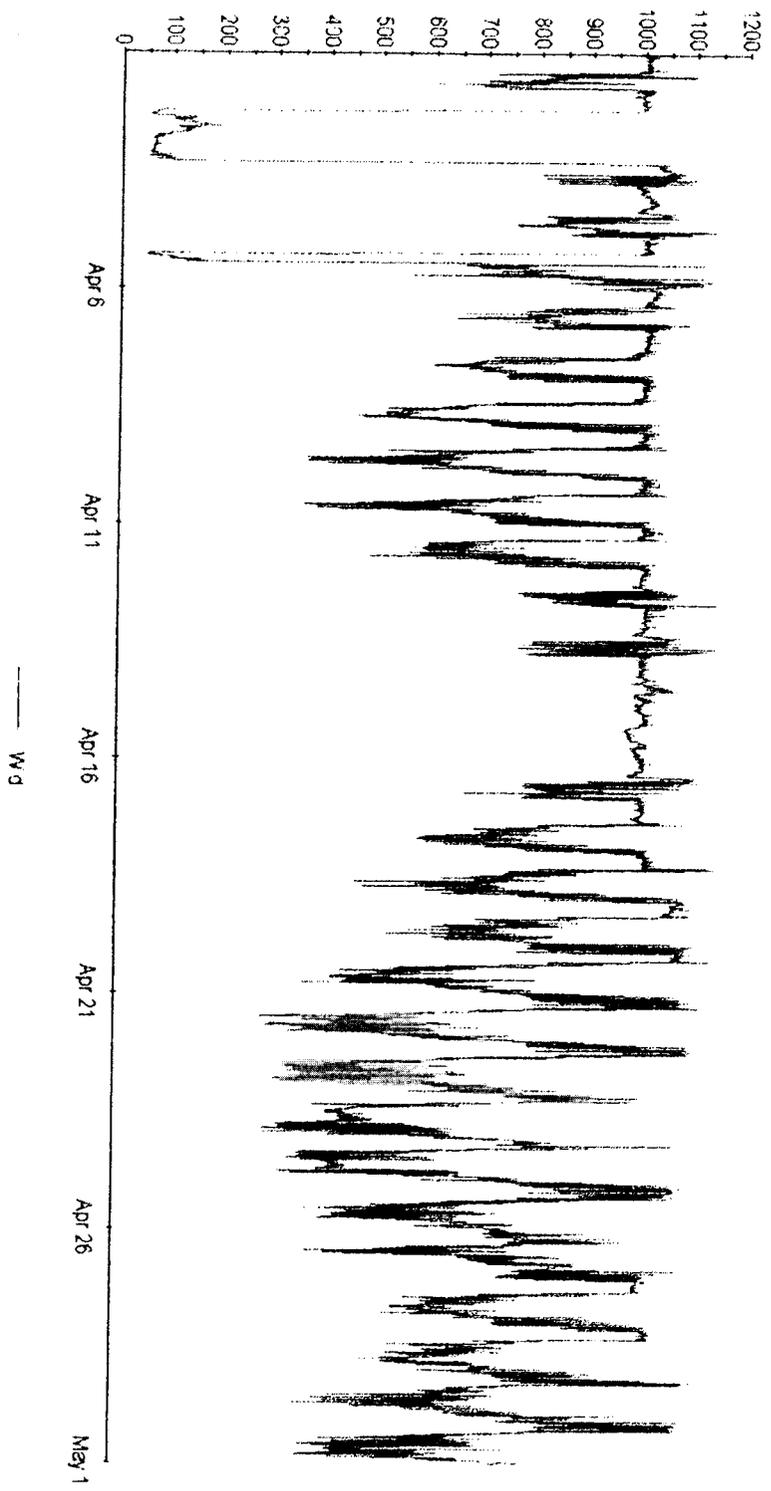
Load Profile Demand Data

Unit ID: 63989553
3/3/2012 - 4/1/2012



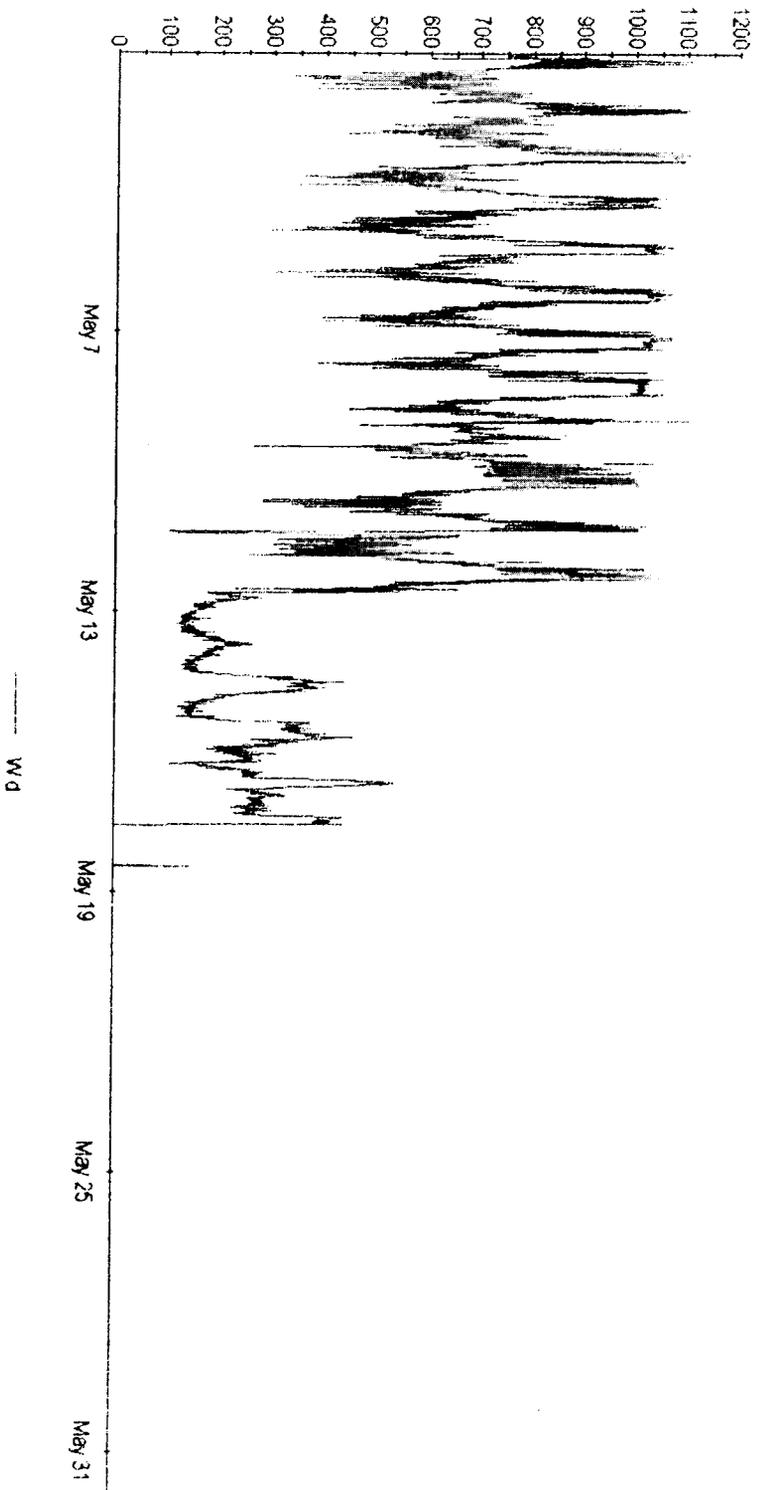
Load Profile Demand Data

Unit ID: 63989553
4/1/2012 - 5/1/2012



Load Profile Demand Data

Unit ID: 63869553
5/1/2012 - 6/1/2012



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EXHIBIT 5

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COMPLAINANT'S
INFORMAL COMPLAINT

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COMPANY'S RESPONSE

Ruben, Cara

From: ACC Complaints - All
Sent: Monday, June 11, 2012 11:22 AM
To: 'Richard Martinez'
Subject: ACC Complaints: Singer, Danny - Complaint No. 104286
Attachments: rpt_Complaint_EmailPDF.pdf; Graph.pdf; Meter test results.pdf

Martin Lopez, Tucson Electric Power Company ("TEP") Representative spoke to Danny Singer on June 7, 2012.

Mr. Lopez has spoken with Mr. Singer on several occasions regarding Mr. Singer's April 30, 2012 and May 30, 2012 billing statements. Mr. Singer's building is 12,000 square feet and is a 3-story building, in which Mr. Singer rents out space to different occupants. Mr. Singer does not control the usage in his building.

On May 1, 2012, Mr. Singer requested TEP re-read his meter due to a high April 30, 2012 bill. The meter re-read obtained on May 2, 2012 was 4593, which confirmed TEP's original read of 4509 on April 27, 2012.

On May 11, 2012, Mr. Singer contacted TEP Customer Care and learned the re-read was correct and the voltage was fine. Mr. Singer told the representative that he would contact an electrician.

Attached please find a graph of the "Load Profile Demand Data" that was taken from Mr. Singer's meter. The graph shows that on March 26, 2012, at about 4pm, the load shoots up to 4-5 times what it was running previously. The load fluctuates, but basically stays at that level until around noon on May 12, 2012 (one day after Mr. Singer learned the usage was correct). Then the load goes back to a normal (pre-spike) level until TEP removed the meter to exchange it on May 17, 2012. This graph confirms that this is not a meter issue, as the load did go back down to normal levels. Meter problems do not fix themselves.

On May 15, 2012, Mr. Singer requested TEP test the meter. The meter was tested on May 17, 2012. Attached please find the meter test results showing the meter tested within Arizona Corporation Commission tolerances.

Mr. Lopez offered Mr. Singer a payment plan to pay the balance on the TEP account; however, Mr. Singer refused.

Did customer's billing rates change recently?

No.

Please provide the ACC with the last 48 months of meter history.

WILMOT CENTRAL - *TEP - Commercial
1325 N WILMOT RD, TUCSON, AZ, 85712-5166

Start Date	End Date	Days	Current Amount	Billed Usage	Daily kWh Average
04-27-2012	05-29-2012	32	\$4,477.81	30640	957.50
03-29-2012	04-27-2012	29	\$6,003.63	45520	1569.66
02-29-2012	03-29-2012	29	\$1,649.10	12880	444.14
01-31-2012	02-29-2012	29	\$1,095.82	8560	295.17
12-30-2011	01-31-2012	32	\$1,229.02	9600	300.00
11-29-2011	12-30-2011	31	\$1,627.73	12720	410.32
10-27-2011	11-29-2011	33	\$1,172.00	9040	273.94
09-27-2011	10-27-2011	30	\$1,567.20	11040	368.00
08-26-2011	09-27-2011	32	\$2,623.69	18480	577.50
07-28-2011	08-26-2011	29	\$2,578.25	18160	626.21

06-27-2011	07-28-2011	31	\$2,958.71	20800	670.97
05-26-2011	06-27-2011	32	\$2,731.07	19200	600.00
04-27-2011	05-26-2011	29	\$1,745.66	12400	427.59
03-29-2011	04-27-2011	29	\$1,415.35	11040	380.69
02-28-2011	03-29-2011	29	\$1,240.92	9680	333.79
01-28-2011	02-28-2011	31	\$1,692.39	13200	425.81
12-29-2010	01-28-2011	30	\$1,794.96	14000	466.67
11-24-2010	12-29-2010	35	\$1,621.53	12480	356.57
10-26-2010	11-24-2010	29	\$1,376.33	10400	358.62
09-24-2010	10-26-2010	32	\$2,107.55	14640	457.50
08-24-2010	09-24-2010	31	\$2,800.49	19520	629.68
07-23-2010	08-24-2010	32	\$3,208.37	22560	705.00
06-22-2010	07-23-2010	31	\$3,203.74	22560	727.74
05-24-2010	06-22-2010	29	\$2,522.50	17600	606.90
04-23-2010	05-24-2010	31	\$1,832.50	13200	425.81
03-25-2010	04-23-2010	29	\$1,280.71	10000	344.83
02-24-2010	03-25-2010	29	\$1,311.45	10240	353.10
01-26-2010	02-24-2010	29	\$1,618.95	12640	435.86
12-23-2009	01-26-2010	34	\$2,120.40	17200	505.88
11-20-2009	12-23-2009	33	\$1,845.73	14880	450.91
10-21-2009	11-20-2009	30	\$1,678.33	12960	432.00
09-22-2009	10-21-2009	29	\$2,814.08	20640	711.72
08-20-2009	09-22-2009	33	\$3,015.15	22160	671.52
07-22-2009	08-20-2009	29	\$3,036.30	22320	769.66
06-22-2009	07-22-2009	30	\$3,202.23	23680	789.33
05-21-2009	06-22-2009	32	\$2,491.42	18560	580.00
04-22-2009	05-21-2009	29	\$2,259.03	17280	595.86
03-24-2009	04-22-2009	29	\$1,374.96	11120	383.45
02-23-2009	03-24-2009	29	\$1,486.70	12080	416.55
01-23-2009	02-23-2009	31	\$1,682.19	13760	443.87
12-22-2008	01-23-2009	32	\$1,868.42	15360	480.00
11-19-2008	12-22-2008	33	\$1,651.78	13680	414.55
10-20-2008	11-19-2008	30	\$1,471.33	12640	421.33
09-19-2008	10-20-2008	31	\$2,091.91	17840	575.48
08-20-2008	09-19-2008	30	\$2,635.22	22720	757.33
07-22-2008	08-20-2008	29	\$2,786.62	24080	830.34
06-19-2008	07-22-2008	33	\$3,114.84	27040	819.39
05-20-2008	06-19-2008	30	\$2,340.30	20080	669.33

Please hold on to the old meter in case the ACC would like to have it tested at a different location.

The meter has been saved.

From: Richard Martinez [mailto:RMartinez@azcc.gov]
Sent: Wednesday, June 06, 2012 4:42 PM
To: ACC Complaints - All
Subject: ACC Complaints: Singer, Danny - Complaint No. 104286

Please see the attached complaint. It is in PDF format.

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Tucson Electric Power Company

SINGLE AND THREE PHASE TRANSFORMER RATED

ATTN: BILLING

NAME: WILMOT CENTRAL
ADDRESS: 1325 N MILMOT RD.

ISSUED BY: MS
DATE: 5/18/2011

REASON FOR TEST: " PER CUSTOMER--PULL AND TEST "

METER CO. NO. TR9R-425 MAKE ITRON
TYPE CP1SR3 VOLTS 120 AMPS 2.5

SERIAL NO. 63989553 WIRE 1 PHASE 3 REG. RATIO ELEC. DISC. K 1.8
P.T. RATIO C.T. RATIO 3-400/5 DIAL K 80 SEAL
READING BEFORE 04802 DATE SET DATE REM 5/17/12
CREEP NO WATTS PER HR GROUND WATTS PER HOUR
CONDITION OF SEAL NOT REPORTED AS BROKEN STANDARD NO 10100
REMARK " SEE RESULTS "

AS FOUND

P.F. %		Amps.	Std. Coil	Std. Rev	Cor.	Kh.	Met. Rev.	Kh.	Element	% Error
100	F.L.	2.5								99.89
100	L.L.	.25								99.89
50	F.L.	2.5								99.92
	L.L.									
	F.L.									

2046 REV 2/23/04

ADDITIONAL FACTORS

.25	99.90
0.5	99.88
1.0	99.92
1.5	99.96
2.5	99.94
3.0	99.95

METER/EQUIPMENT RELEASE

Meter/Equipment may be repaired or salvaged

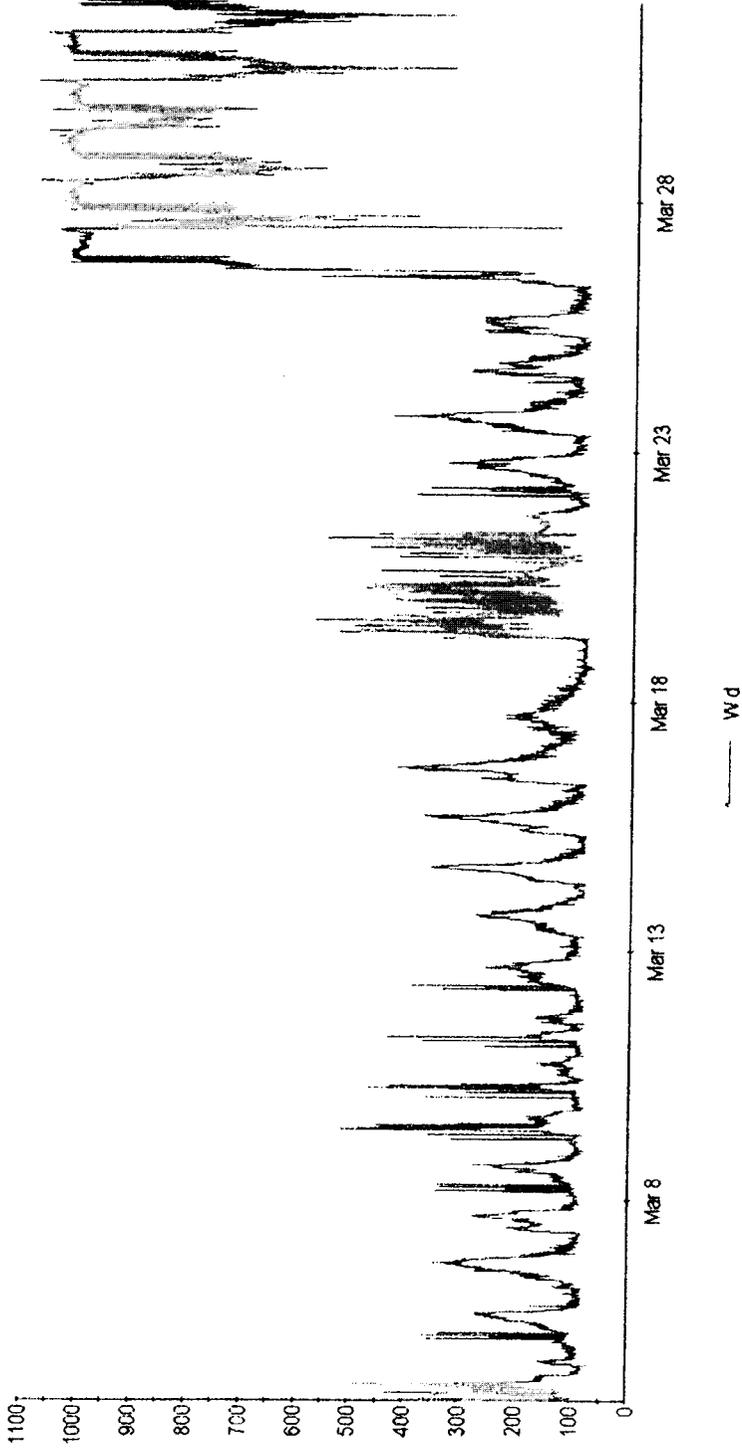
Customer has been:

- Backbilled Notified of test results above
 Other

2046 REV 2/23/04

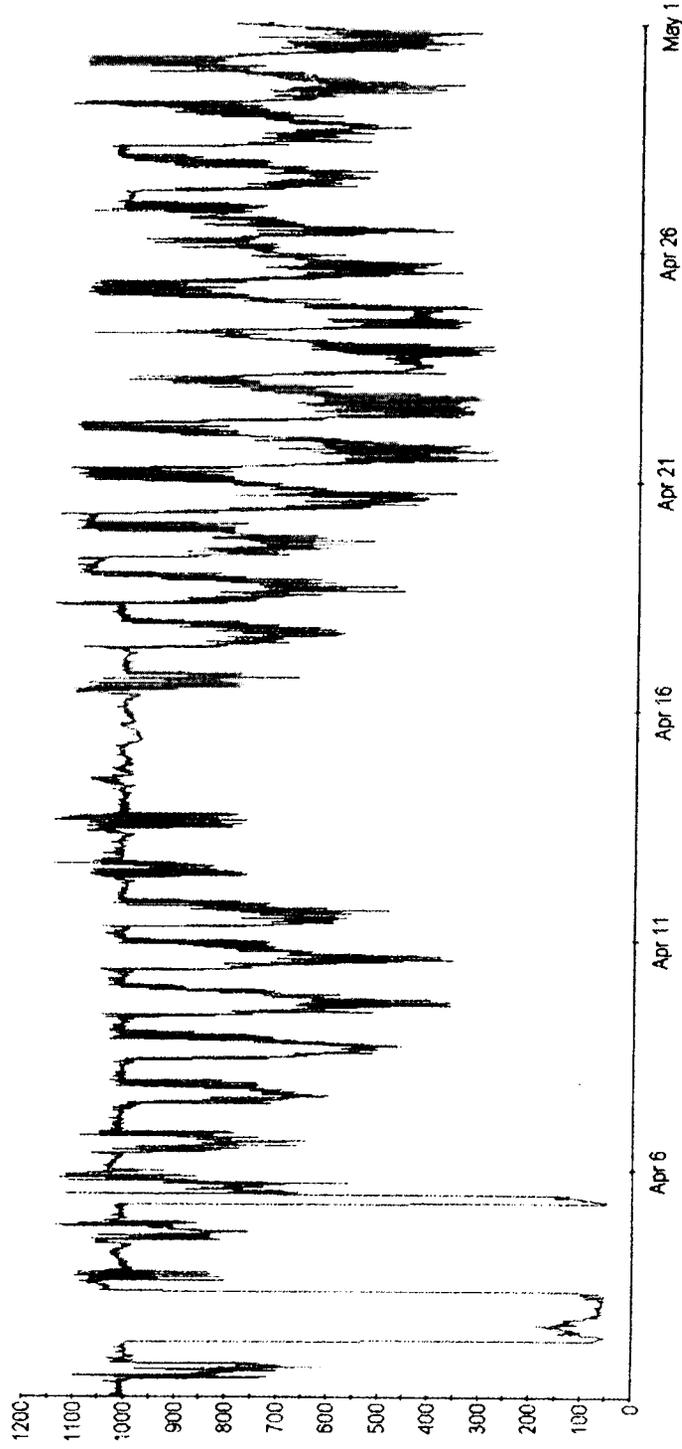
Load Profile Demand Data

Unit ID: 63969553
3/3/2012 - 4/1/2012



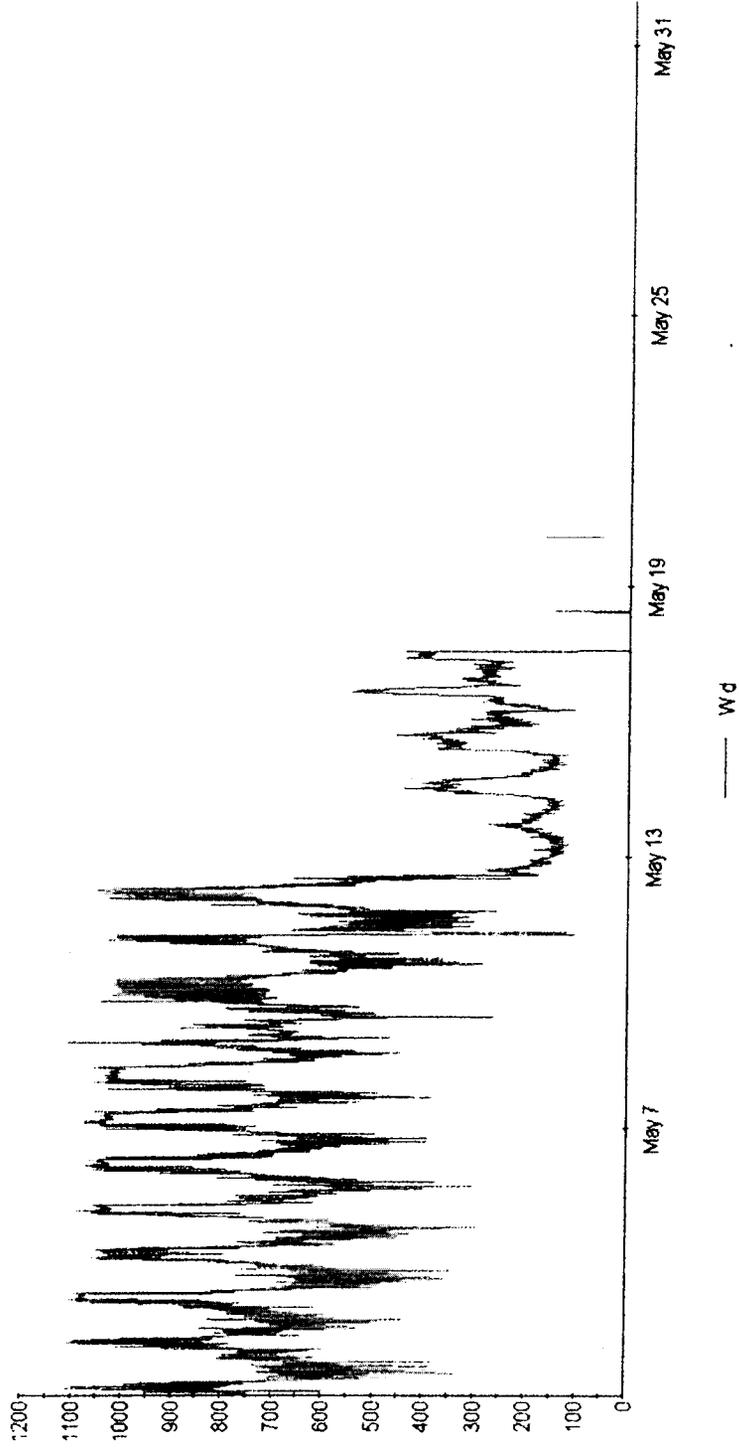
Load Profile Demand Data

Unit ID: 63989553
4/1/2012 - 5/1/2012



Load Profile Demand Data

Unit ID: 63989553
5/1/2012 - 6/1/2012



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COMMISSION'S FOLLOW-UP QUESTIONS

Ruben, Cara

From: Richard Martinez [RMartinez@azcc.gov]
Sent: Tuesday, June 19, 2012 2:08 PM
To: ACC Complaints - All
Subject: RE: ACC Complaints: Singer, Danny - Complaint No. 104286

Cara,

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To: Richard Martinez
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Did customer's billing rates change recently?

No.

Please provide the ACC with the last 48 months of meter history.

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The meter has been saved.

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**COMPANY'S REPOSENSE TO
FOLLOW-UP QUESTIONS**

Ruben, Cara

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To: 'Richard Martinez'
Subject: ACC Complaints: Singer, Danny - Complaint No. 104286
Attachments: rpt_Complaint_EmailPDF.PDF

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Regulatory Services
(520) 884-3651

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To: ACC Complaints - All
Subject: RE: ACC Complaints: Singer, Danny - Complaint No. 104286

Cara,
Please provide me with customer's recent bill usage and amount being charged for his May-June Cycle of 2012.
Thanks

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01-26-2010	02-24-2010	29	\$1,618.95	12640	435.86
12-23-2009	01-26-2010	34	\$2,120.40	17200	505.88
11-20-2009	12-23-2009	33	\$1,845.73	14880	450.91
10-21-2009	11-20-2009	30	\$1,678.33	12960	432.00
09-22-2009	10-21-2009	29	\$2,814.08	20640	711.72
08-20-2009	09-22-2009	33	\$3,015.15	22160	671.52
07-22-2009	08-20-2009	29	\$3,036.30	22320	769.66
06-22-2009	07-22-2009	30	\$3,202.23	23680	789.33
05-21-2009	06-22-2009	32	\$2,491.42	18560	580.00
04-22-2009	05-21-2009	29	\$2,259.03	17280	595.86
03-24-2009	04-22-2009	29	\$1,374.96	11120	383.45
02-23-2009	03-24-2009	29	\$1,486.70	12080	416.55
01-23-2009	02-23-2009	31	\$1,682.19	13760	443.87
12-22-2008	01-23-2009	32	\$1,868.42	15360	480.00
11-19-2008	12-22-2008	33	\$1,651.78	13680	414.55
10-20-2008	11-19-2008	30	\$1,471.33	12640	421.33
09-19-2008	10-20-2008	31	\$2,091.91	17840	575.48
08-20-2008	09-19-2008	30	\$2,635.22	22720	757.33
07-22-2008	08-20-2008	29	\$2,786.62	24080	830.34
06-19-2008	07-22-2008	33	\$3,114.84	27040	819.39
05-20-2008	06-19-2008	30	\$2,340.30	20080	669.33

Please hold on to the old meter in case the ACC would like to have it tested at a different location.

The meter has been saved.

From: Richard Martinez [mailto:RMartinez@azcc.gov]
Sent: Wednesday, June 06, 2012 4:42 PM
To: ACC Complaints - All
Subject: ACC Complaints: Singer, Danny - Complaint No. 104286

Please see the attached complaint. It is in PDF format.

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**COMPANY'S RESPONSE TO
ADDITIONAL FOLLOW-UP
QUESTIONS**

Ruben, Cara

From: ACC Complaints - All
Sent: Monday, July 02, 2012 1:50 PM
To: 'Richard Martinez'
Subject: ACC Complaints: Singer, Danny - Complaint No. 104286
Attachments: 06-29-12 Bill.pdf; 06-25-12 Disconnect Notice.pdf

Hi Rich,

Here is the June 29, 2012 billing statement. I have also attached a disconnect notice that was mailed out June 25, 2012.

Thanks,

Cara Ruben
Regulatory Services
(520) 884-3651

From: Richard Martinez [mailto:RMartinez@azcc.gov]
Sent: Monday, July 02, 2012 1:45 PM
To: ACC Complaints - All
Subject: RE: ACC Complaints: Singer, Danny - Complaint No. 104286

Cara,
Please provide me with customer's recent bill usage and amount being charged for his May-June Cycle of 2012.
Thanks

From: ACC-Complaints@UNS.com [mailto:ACC-Complaints@UNS.com]
Sent: Thursday, June 28, 2012 3:38 PM
To: Richard Martinez
Subject: ACC Complaints: Singer, Danny - Complaint No. 104286

Hi Rich,

The meter constant is 80 not 10.

Mr. Singer's daily consumption started dropping off after our first conversation with him. It continued to drop up to the time we replaced the meter and dropped after that.

As of 4-27-12 his daily avg was 1,569 kwh
As of 5-15-12 his daily avg was 1,213 kwh
As of 5-17-12 his daily avg was 1,172 kwh..... this is the date the meter was removed.

Thanks,

Cara Ruben
Regulatory Services
(520) 884-3651

From: Richard Martinez [mailto:RMartinez@azcc.gov]
Sent: Tuesday, June 19, 2012 2:08 PM

To: ACC Complaints - All
Subject: RE: ACC Complaints: Singer, Danny - Complaint No. 104286

Cara,

Based on the meter read of five days from April 27th - May 2nd as noted below this would make the kwh consumption 840 kwh (I am basing my numbers on a meter multiplier rate of 10) this comes out to a daily average of 168 - two of these five days included both a Sat & Sunday) and if you multiply this daily average of 168 times 30 it would add up to a monthly total of 5,040 kwh per month. Could this be a correct figure of a projected monthly kwh of 5,040 (168 daily avg kwh x 30 days = 5,040kwh)? Am I reading the number correctly or is this meter a higher multiplier. The 5,400 kwh's for a billing cycle seems low for a 12,000 square foot commercial building?

Thanks.

From: ACC-Complaints@UNS.com [mailto:ACC-Complaints@UNS.com]
Sent: Monday, June 11, 2012 11:22 AM
To: Richard Martinez
Subject: ACC Complaints: Singer, Danny - Complaint No. 104286

Martin Lopez, Tucson Electric Power Company ("TEP") Representative spoke to Danny Singer on June 7, 2012.

Mr. Lopez has spoken with Mr. Singer on several occasions regarding Mr. Singer's April 30, 2012 and May 30, 2012 billing statements. Mr. Singer's building is 12,000 square feet and is a 3-story building, in which Mr. Singer rents out space to different occupants. Mr. Singer does not control the usage in his building.

On May 1, 2012, Mr. Singer requested TEP re-read his meter due to a high April 30, 2012 bill. The meter re-read obtained on May 2, 2012 was 4593, which confirmed TEP's original read of 4509 on April 27, 2012.

On May 11, 2012, Mr. Singer contacted TEP Customer Care and learned the re-read was correct and the voltage was fine. Mr. Singer told the representative that he would contact an electrician.

Attached please find a graph of the "Load Profile Demand Data" that was taken from Mr. Singer's meter. The graph shows that on March 26, 2012, at about 4pm, the load shoots up to 4-5 times what it was running previously. The load fluctuates, but basically stays at that level until around noon on May 12, 2012 (one day after Mr. Singer learned the usage was correct). Then the load goes back to a normal (pre-spike) level until TEP removed the meter to exchange it on May 17, 2012. This graph confirms that this is not a meter issue, as the load did go back down to normal levels. Meter problems do not fix themselves.

On May 15, 2012, Mr. Singer requested TEP test the meter. The meter was tested on May 17, 2012. Attached please find the meter test results showing the meter tested within Arizona Corporation Commission tolerances.

Mr. Lopez offered Mr. Singer a payment plan to pay the balance on the TEP account; however, Mr. Singer refused.

Did customer's billing rates change recently?

No.

Please provide the ACC with the last 48 months of meter history.

WILMOT CENTRAL - *TEP - Commercial
1325 N WILMOT RD, TUCSON, AZ, 85712-5166

Start Date	End Date	Days	Current Amount	Billed Usage	Daily kWh Average
04-27-2012	05-29-2012	32	\$4,477.81	30640	957.50
03-29-2012	04-27-2012	29	\$6,003.63	45520	1569.66

02-29-2012	03-29-2012	29	\$1,649.10	12880	444.14
01-31-2012	02-29-2012	29	\$1,095.82	8560	295.17
12-30-2011	01-31-2012	32	\$1,229.02	9600	300.00
11-29-2011	12-30-2011	31	\$1,627.73	12720	410.32
10-27-2011	11-29-2011	33	\$1,172.00	9040	273.94
09-27-2011	10-27-2011	30	\$1,567.20	11040	368.00
08-26-2011	09-27-2011	32	\$2,623.69	18480	577.50
07-28-2011	08-26-2011	29	\$2,578.25	18160	626.21
06-27-2011	07-28-2011	31	\$2,958.71	20800	670.97
05-26-2011	06-27-2011	32	\$2,731.07	19200	600.00
04-27-2011	05-26-2011	29	\$1,745.66	12400	427.59
03-29-2011	04-27-2011	29	\$1,415.35	11040	380.69
02-28-2011	03-29-2011	29	\$1,240.92	9680	333.79
01-28-2011	02-28-2011	31	\$1,692.39	13200	425.81
12-29-2010	01-28-2011	30	\$1,794.96	14000	466.67
11-24-2010	12-29-2010	35	\$1,621.53	12480	356.57
10-26-2010	11-24-2010	29	\$1,376.33	10400	358.62
09-24-2010	10-26-2010	32	\$2,107.55	14640	457.50
08-24-2010	09-24-2010	31	\$2,800.49	19520	629.68
07-23-2010	08-24-2010	32	\$3,208.37	22560	705.00
06-22-2010	07-23-2010	31	\$3,203.74	22560	727.74
05-24-2010	06-22-2010	29	\$2,522.50	17600	606.90
04-23-2010	05-24-2010	31	\$1,832.50	13200	425.81
03-25-2010	04-23-2010	29	\$1,280.71	10000	344.83
02-24-2010	03-25-2010	29	\$1,311.45	10240	353.10
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10-20-2008	11-19-2008	30	\$1,471.33	12640	421.33
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05-20-2008	06-19-2008	30	\$2,340.30	20080	669.33

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From: Richard Martinez [mailto:RMartinez@azcc.gov]
Sent: Wednesday, June 06, 2012 4:42 PM
To: ACC Complaints - All
Subject: ACC Complaints: Singer, Danny - Complaint No. 104286

Please see the attached complaint. It is in PDF format.

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

PO Box 80077
Prescott AZ 86304-8077

#BWNDCCF

WILMOT CENTRAL

Bill Date:	6-29-2012
Due Date:	7-11-2012

Previous Balance	9,069.96
Payments	1,877.81
Pledged Contributions	0.00
Current Charges	2,920.28
Adjustments (Refunds & Fees)	122.48
AMOUNT DUE	10,234.91

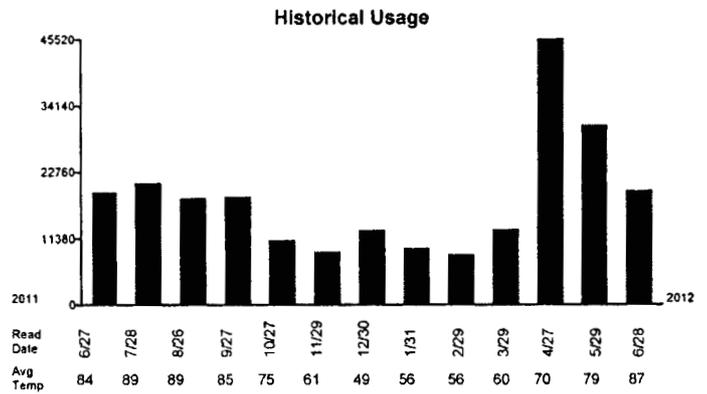
Additional Financially Responsible: DANIEL SINGER

Your account is delinquent in the amount of \$7,192.15 which is due immediately.

1325 N WILMOT RD, TUCSON, AZ 85712-5166

GS-10-General Service 05/30/2012 to 06/28/2012

DELIVERY SERVICES	
Customer Charge - Three Phase Service	14.00
Summer - 1st 500 kWh 500.00 @ \$0.056236	28.12
Summer - Above 500 kWhs 18,940.00 @ \$0.085145	1,612.65
POWER SUPPLY CHARGES	
Summer - kWh 19,440.00 @ \$0.03155	613.33
PPFAC - kWh 19,440.00 @ \$0.007696	149.61
GREEN ENERGY CHARGES	
Renewable Energy Standard Tariff	130.00
DSM Surcharge - kWh 19,440.00 @ \$0.001249	24.28
TAXES AND ASSESSMENTS	
AZISA Assessment	0.16
ACC Assessment	3.49
City Franchise Fee	57.94
State Sales Tax	176.75
County Sales Tax	13.39
City Sales Tax	51.50
City Public Utility Tax	45.06
TOTAL CURRENT CHARGES - Electric Service	2,920.28
Late Payment Fee (including taxes)	122.48
Total Charges	3,042.76



Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
TR9R-1216	KWH	7-30	6-28	5-29	30	333	90	243	80	19440

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

WILMOT CENTRAL

DUE DATE	AMOUNT DUE	+ Contribution =	Amount Paid
07-11-2012	\$10,234.91		

HEERO* Contribution

**Help with Emergency Energy Relief Operation*

Add a one-time amount or visit tep.com for monthly enrollment details.

Mail stub with payment to:

TUCSON ELECTRIC POWER COMPANY
PO BOX 80077
PRESCOTT AZ 86304-8077

N 01 7391648732 000906996 D 001023491 D 6



Delinquent Account

PO Box 80077
Prescott AZ 86304-8077

[REDACTED]

Notice Date: June 25, 2012
Customer Name: WILMOT CENTRAL, DANIEL SINGER
Service Address: 1325 N WILMOT RD



#BWNDCCF
WILMOT CENTRAL,
[REDACTED]

TERMINATION DATE	DELINQUENT AMOUNT
07/03/2012	\$7,192.15

DISCONNECT NOTICE

Company records indicate your account is delinquent in the amount of \$7,192.15, which must be paid prior to the termination date of 07/03/2012.

*If you are unable to pay the delinquent amount in full, or if you wish to dispute the reason for termination or discuss possible deferred payment options, please call us at (520) 623-7711 or 1-800-328-8853 **PRIOR TO** the scheduled termination date.*

If service is terminated, the delinquent amount plus a reconnect fee will be required to restore service. Be advised, a security deposit may also be required.

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

WILMOT CENTRAL,
[REDACTED]

[REDACTED]	Termination Date	Delinquent Amount	Amount Paid
[REDACTED]	07/03/2012	\$7,192.15	

Mail stub with payment to:

TUCSON ELECTRIC POWER COMPANY
PO BOX 80077
PRESCOTT AZ 86304-8077

N 01 7391648732 000719215 D 000719215 D 8



Print address or telephone corrections on reverse side.