

E-01933A-12-0291



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**ORIGINAL** ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

RECEIVED

**Investigator:** Richard Martinez

**Phone:**

2013 MAR 11 P 12:26 Fax

**Priority:** Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**Opinion No.** 2013 - 109293

**Date:** 3/11/2013

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

Arizona Corporation Commission  
**DOCKETED**

MAR 11 2013

**First:**

**Last:**

**Complaint By:** Unknown

Unknown

**Account Name:** Unknown Unknown

**Home:** (000) 000-0000

**Street:** na

**Work:**

**City:** Tucson

**CBR:**

**State:** AZ Zip: 85701

**is:**

DOCKETED BY [Signature]

**Utility Company:** Tucson Electric Power Company

**Division:** Electric

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

Docket No. E-01933A-12-0291

March 7, 2012  
From Anonymous

Re: Rate Hike Objection

I protest any rate hike because its underlying affect. Seniors trying to live on a limited income cannot afford a \$15 a month rate hike or any other amount, even on a discounted/lifeline service. Others have been unable to find steady work and barely manage to keep their utilities on.

Some say the ultimate goal is to limit home owner ship and to move everyone into government subsidized housing. Does a check from the government to pay utilities look more appealing?

Aside from that, I used to manage college apartments. The students would sit at my desk phone and cancel their electric service. The same students on the returning year would be shocked when they came to rent again to find that TEP had been billing them for the whole summer, despite the turn off order. If they could not afford to pay it, were angry or scared they usually felt forced to get an apartment under someone else's name, usually a different location.

It was explained to me that the apartments/corporations were using these supposedly "unpaid services" for the vacant apartments with turnoff orders as write-offs, then requesting yet another rate hike. The practice probably extended to others moving from private residences or out of state.

With de-regulation looming in the future, all our rates will go up and we will be hit with fees that we would never dream of that are attached and undisclosed, including but not limited to regulatory agencies fees, local and federal. Research showed rates always go up in de-regulated areas, not even mentioning all the other fees attached. If you don't believe me, take a look at a Texas electric bill-now they have 3 regulatory agencies that

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have to be paid out of the electric bills. These extra fees aren't disclosed when enticing customers to choose deregulation.

Any and all write-offs should be suspect. Is the outsourcing that they are taken to really been cost effective? It if is component of reason for requesting a rate hike, have they evaluated bringing it back in house. I need to be convinced they need a rate hike. I do not want to be force out of my home due to these constant rate hikes over time.

Another objection of mine is that the "smart meters" have no external oversight as to measurement. Nobody externally checks them to see that when in fact they are charging per kilowatt, that the kilowatt is not in fact 1/8 less than it should b - distributed over a large number of customers- this adds up to a large percent. I consulted with the department that repairs meters some years ago and this is the information that I was provided, as well as that if I changed to a smart meter my bill would be sure to go up.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/11

Emailed to the Phoenix ACC Office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed:** 3/11/2013

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