

E-01933A-12-0291



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**ORIGINAL**

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM RECEIVED

Investigator: Scott Friedson

Phone: 2013 APR -2 P 12: 38 Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109837

Date: 4/1/2013

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

First:

Last:

Complaint By: Roland

Varin

Account Name: Roland Varin

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85730

is: Cellular

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

04/01/2013 (letter received)

\*\*ELECTRIC\*\*E-01345A-10-0394, E-01345A-12-0290, E-01933A-12-0296, E-04204A-12-0297\*\*OPPOSED\*\*\*\*

\*\*\*\*ELECTRIC\*\*\*\*E-01933A-12-0291\*\*\*\*\*OPPOSED\*\*\*\*\*

To: ACC-Utilities  
1200 W. Washington St.  
Phoenix, AZ. 85007

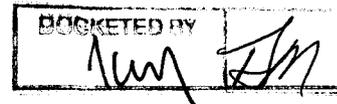
Arizona Corporation Commission

**DOCKETED**

APR 02 2013

From: Roland Varin

Tucson AZ. 85730



mailmaster@azcc.gov.

21March 2013

Formal Complaint regarding Tucson Electric Power:

Enclosed is information regarding my complaint. Items submitted for your consideration are: Statements and letters from TEP, renter information, electrician and my letter requesting refund from TEP. Note: Outlined in yellow indicates one of several occasions where TEP conflicted with their final letters. During the period of conflict about the episode my tenant and I spoke to a number of different people who indicated the tenants bill was paid, and the problem came about because one dept. did not notify another department.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and filed in docket numbers E-01345A-10-0394, E-01345A-12-0290, E-01933A-12-0296, E-04204A-12-0297 (Renewable Energy Docket) & 12-0291 Rate Case for opinion regarding change of Rules & REST issues.

NOTE: Complaint portion of this customer letter was handled in No. 107190 in December 2012 by Jenny Gomez. Issues were addressed in that closed complaint. 04/01/2013 Spoke with customer regarding his complaint being addressed by Staff and TEP, he was ok and wanted his opinions docketed. Agreed to docket in the appropriate cases.

CLOSED.

\*End of Comments\*

**Date Completed: 4/1/2013**

**Opinion No. 2013 - 109837**

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