

E-01933A-12-0291



ORIGINAL

**ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM**

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 110334

Date: 4/23/2013
Arizona Corporation Commission
DOCKETED

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

APR 23 2013

Complaint By: First: Donald Last: Robinson

DOCKETED BY *JM*

Account Name: Donald Robinson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Tucson

State: AZ Zip: 85704

is: E-Mail

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name:

Nature of Complaint:

OPPOSED E-01933A-12-0291 ELECTRIC

TEP has started out- sourcing its services. For one, they have engaged an entity called HOMESERVE to service and or to repair their equipment at customer expense. This should never have happened. It is the Corporation Commission's obligation to stop abuses of the public trust such as this. This is only the tip of the iceberg, when this is allowed what will follow? This form of greed must be stopped. I continually experience billing that is due in five to ten days, actually they are encouraging direct deposit so they can bill when the meter is read. It appears TEP's practices will always attempt to unduly burden the public and destroy our trust.

A reduction in rates is now due!

Donald Robinson

Tucson, AZ. 85704

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/23/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/23/2013

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RECEIVED
2013 APR 23 P 2:05
CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM
