

E-04204A-12-0504



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ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

RECEIVED

Investigator: Jenny Gomez

Phone: 2013 MAY 13 A 9:18

Fax:

Priority: Respond Within Five Days

CORP COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 110599

Date: 5/10/2013

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

Complaint By: First: Robert F. Last: Henry

Account Name: Robert F. Henry

Home: (000) 000-0000

Street:

Work:

City: Golden Valley

CBR:

State: AZ Zip: 86413

is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. E-04204A-12-0504*****
OPPOSE RATE CASE

4-28-13

Dear AZ.C.C.

DOCKET NO. E-04204A-12-0504

UNSE seeks a raise? I think NOT. Here is why, I have been here in Golden Valley SO.HI. Estates for nearly 10 mos. I purchased home from Fanny Mae US Gov. UNS was good to get power on, I put in up late Elect equipment. per their advice. However I have lost power several times once nearly 20 hrs. I called and never got to report or speak with anyone, an elect. Notice came on if answered at all "your notice (care) is recorded. They could be a lot better on customer serv. like ans the phone. Those huge mind mills are foolish, country awash in natural gas, use it. Yours truly Robert F. Henry

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 5/10/2013

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