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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

BOB STUMP - CHAIRMAN  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH

2013 NOV -8 A 11: 27  
ARIZONA CORP COMMISSION  
DOCKET CONTROL

DAVID SISNEROS,

Complainant,

vs.

TUCSON ELECTRIC POWER COMPANY,

Respondent

DOCKET NO. E-01933A-13-0283

NOTICE OF FILING  
WITNESS SUMMARIES AND  
EXHIBIT LIST

Pursuant to the September 30, 2013 Procedural Order, Tucson Electric Power Company, through undersigned counsel, hereby files the witness summaries and exhibit lists for Cara L. Roll and Brian Bub in the above-captioned docket.

RESPECTFULLY SUBMITTED this 8<sup>th</sup> day of November 2013.

Arizona Corporation Commission

DOCKETED

NOV 08 2013

DOCKETED BY

TUCSON ELECTRIC POWER COMPANY

By

Kimberly A. Ruht  
Tucson Electric Power Company  
88 East Broadway Blvd.  
Tucson, Arizona, 85702

Attorneys for Tucson Electric Power Company

Original and 13 copies of the foregoing filed this 8<sup>th</sup> day of November 2013 to:

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

1 Copy of the foregoing hand-delivered/mailed  
2 this 8<sup>th</sup> day of November 2013 to:

3 David Sisneros  
4 2333 W. Sumaya Place  
5 Tucson, Arizona 85741

6 Jason D. Gellman, Esq.  
7 Roshka DeWulf & Patten, PLC  
8 400 East Van Buren Street, Suite 800  
9 Phoenix, AZ 85004

10 Belinda Martin, Administrative Law Judge  
11 Hearing Division  
12 Arizona Corporation Commission  
13 400 West Congress Suite 221  
14 Tucson, AZ 85701-1347

15 Brian E. Smith, Esq.  
16 Legal Division  
17 Arizona Corporation Commission  
18 1200 West Washington Street  
19 Phoenix, Arizona 85007

20 Steve M. Olea, Director  
21 Utilities Division  
22 Arizona Corporation Commission  
23 1200 West Washington Street  
24 Phoenix, Arizona 85007

25 By 

26  
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**Witness Summary**  
**Cara L. Roll**  
**Docket No. E-01933A-13-0283**

Ms. Roll is a Regulatory Services Coordinator II who works in Tucson Electric Power Company's ("TEP" or "Company") Legal Regulatory Group. Prior to her current positions, she was a Customer Service Representative. Ms. Roll has worked for Tucson Electric Power Company ("TEP" or "Company") for five years.

Ms. Roll's testimony will discuss the applicable Arizona Corporation Commission approved TEP Rules and Regulations ("Rules and Regs") and how they are implemented. Specifically she will discuss the following portions of the Rules and Regs: Subsections 3.A.7; 3.D.1; 3.D.8; 3.D.9; 3.D.10; 12.C.1.a-c, 12.C.1.m, and 12.G.1. Ms. Roll will discuss why attaching a customer's previously incurred debt to a new account where it is known the debtor customer is residing is not only allowed under TEP's Rules Regs, but also why it is sound public policy and in the public interest. Ms. Roll will further testify that this is especially true in egregious situations where the customer is actively attempting to evade the system. Ms. Roll will also discuss the landlord/tenant rule contained within the Rules and Regs (Section 12.G) and how it does not apply to the current situation because Dino and Melissa Sisneros are not David Sisneros' landlords; David and Melissa Sisneros are the signatories to a lease/purchase agreement.

Ms. Roll will sponsor the following exhibits:

- Exhibit CR-1** Dino and Melissa Sisneros' Final Bill – 2302 N. Camino Cascabel dated June 2, 2009
- Exhibit CR-2** Dino and Melissa Sisneros' Final Bill – 5221 W. Rhyolite Loop dated June 9, 2009
- Exhibit CR-3** Description of Dino and Melissa Sisneros' amount owed in 2009-2010.
- Exhibit CR-4** Final Bill for Dino and Melissa Sisneros' previous debt from disconnected service accounts at 2302 N. Camino Cascabell and Rhyolite Loop when it was transferred to the active service account at 1540 W. Day Breaker date February 4, 2010.
- Exhibit CR-5** Dino Sisneros' informal complaint dated January 14, 2010.
- Exhibit CR-6** TEP's response to Dino Sisneros' January 14, 2010 informal complaint dated January 21, 2010
- Exhibit CR-7** 2333 W. Sumaya Place July 24, 2012 bill
- Exhibit CR-8** David Sisneros' informal complaint dated July 22, 2013.
- Exhibit CR-9** TEP's Response to David Sisneros' July 22, 2013 informal complaint dated July 25, 2013.

**Witness Summary**  
**Cara L. Roll**  
**Docket No. E-01933A-13-0283**

- Exhibit CR-10** Disconnect Notice for 2333 W. Sumaya Place dated July 22, 2013.
- Exhibit CR-11** Disconnect Notice for 2333 W. Sumaya Place dated August 19, 2013.
- Exhibit CR-12** Dino Sisneros' informal complaint dated August 26, 2013.
- Exhibit CR-13** TEP's Response to Dino Sisneros' August 26, 2013 informal complaint dated August 26, 2013.
- Exhibit CR-14** 2333 W. Sumaya Place Lease/Purchase document.
- Exhibit CR-15** Applicable excerpts from TEP's Rules and Regulations.

**Witness Summary**  
**Brian Bub**  
**Docket No. E-01933A-13-0283**

Brian Bub is a Customer Service Manager for Tucson Electric Power Company (“TEP” or “Company”). Prior to his current position, he was the Supervisor for Remittance Processing and Supervisor II for Customer Care. Mr. Bub has worked at TEP for over 22 years.

Mr. Bub’s testimony will discuss the process TEP employs to locate customers who have left an unpaid balance on their account. He will discuss how TEP subscribes to an application from Lexis-Nexis called Accurint which allows the Company to search by name, address, social security number, and phone number. He will further testify that while use of the data provided by Accurint is only a single step in the process of locating debtors, it is often the first step. Mr. Bub will also discuss more specifically Dino and Melissa Sisneros’ history with TEP over the last 5 years and how the Company located them this past summer, including but not limited to information regarding:

- Dino Sisneros publicized federal conviction in the Arizona Daily Star;
- Accurint’s search results; and
- Information obtained from the property owner of record for 2333 W. Sumaya Place.

Mr. Bub will sponsor the following exhibits:

- Exhibit BB-1** Accurint Search: JohnathanDavidSisneros
- Exhibit BB-2** Accurint Search: 2333 W. Sumaya Place
- Exhibit BB-3** Accurint Search: Dino Sisneros
- Exhibit BB-4** Accurint Search: Melissa Sisneros
- Exhibit BB-5** Pima County Assessor’s information on 2333 W. Sumaya Place
- Exhibit BB-6** Pima County Assessor’s information on SHASHASHE Investments LLC address
- Exhibit BB-7** Arizona Corporation Commission Corporate Inquiry for SHASHAHSE Investments LLC.