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# Sulphur Springs Valley Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

311 E. Wilcox, Sierra Vista AZ 85635

July 22, 2015

Docket Control  
Utilities Division  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

Arizona Corporation Commission  
**DOCKETED**

**JUL 23 2015**

DOCKETED BY	<i>MVB</i>
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Re: Annual Pre-Paid Residential Tariff report

RECEIVED  
2015 JUL 23 A 11:22  
AZ CORP COMMISSION  
DOCKET CONTROL

To whom it may concern,

In Docket E-01575A-11-0439, Decision No. 73256 approving a Pre-Paid Residential Service Tariff requires Sulphur Springs Valley Electric Cooperative, Inc. (SSVEC) to file an annual report each August reporting;

- The number of Prepaid metering customer per month
- The number of disconnects per account per month
- The number of prepaid metering customers that have been disconnected for 24 hours or more (in 24 hour increments) and the number of accounts with repeated disconnections per month
- The number of customer complaints specific to prepaid metering including a description of the types of complaints received.

Compliance report is attached.

Respectfully submitted,

Lainie Keltner  
Customer Services Manager  
5220-515-3440

Original and 13 copies filed with Docket Control  
Copy filed with Compliance Section

Compliance Report for Docket E-01575A-11-0439, Decision No. 73256 for Prepaid Residential Service

Report Date: July 13, 2015

Utility: Sulphur Springs Valley Electric Cooperative, Inc.

For period ending June 2015

Number of prepaid customers per month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
206	252	279	308	331	351	378	409	437	470	504	567

The number of disconnects per account per month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
118	108	121	82	104	170	158	103	108	119	125	231

Disconnects for intervals of 24 hours

Hours	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
24	4	8	5	4	7	6	11	6	8	5	10	8
48	6	1	2	2	1	5	8	1	3	2	3	8
72	1	0	1	2	0	2	1	1	1	3	1	3
96	1	1	1	0	1	6	1	0	1	1	0	0
120	2	1	2	0	1	6	1	1	2	3	3	8

After 5 days the account is considered a "self-disconnected" account.

Number of Accounts with repeated disconnects per month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
50	30	32	18	31	64	60	34	30	46	37	86

Number and type of complaints by Customers with Prepaid Residential service

Number of complaints	Description of Complaint