

**COMMISSIONERS**  
DOUG LITTLE - Chairman  
BOB STUMP  
BOB BURNS  
TOM FORESE  
ANDY TOBIN



0000169250

ORIGINAL

**ARIZONA CORPORATION COMMISSION**

RECEIVED

March 25, 2016

2016 MAR 25 P 2:30

To: Docket Control

AZ CORP COMMISSION  
DOCKET CONTROL

RE: UNISOURCE - Customer Comments  
Docket No. E-4204A-15-0142

Please docket the attached 48 customer comments OPPOSING the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission  
**DOCKETED**  
MAR 25 2016

DOCKETED BY *AK*

E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129590      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 3:49 PM

---

**First Name:** James      **Last Name:** Lundy      **Account Name:** James Lundy  
**Address:** <<< REDACTED >>>  
**City:** Golden Valley      **State:** AZ      **Zip Code:** 86413

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

Per Mr. Lundy, he feels there should not be an increase. Why should we have to pay more they want us to be a guinea pig. We are a very poor community \$10 more a month is outrageous and ridiculous . A Canadian Company does not need anymore money. NO!!!

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129543    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 4:09 PM

---

**First Name:** Gudrun    **Last Name:** Kellam    **Account Name:** Gudrun Kellam  
**Address:** <<< REDACTED >>>  
**City:** Kingman    **State:** AZ    **Zip Code:** 86401  
**Home:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

There are many people living in Kingman and the areas around that must adhere to a strict budget. Many of them moved here because they were able to do so and now the Utility Company wants to line their pockets by robbing those people. Five years ago I put solar panels on my roof because it was "the in- thing" to do and was promoted by the utility company by giving rebates. I paid thousands of dollars for that solar array and now am being punished for having it? I already am being punished every month when my solar does not take care of the whole bill by the utility company charging me a surcharge for "green energy charges". I have green energy and still get penalized. Now they want to make it even worse for everybody that has green energy?! If the Arizona Corporation Commission agrees to let the Utility Company implement the "Demand Charges" it will set the course for all utility companies in this country and will set the course of polluting this earth even more than human kind is already doing. It will also be a slap in the face to those people that must live on a budget while the utility company happily rakes in the profits. Please, members of the Arizona Corporation Commission, listen to the rate payers and do not let a utilities' greed get one over on you. Thank you Gudrun Kellam

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		Investigation	
Date:	Analyst:	Submitted By:	Type:
3/23/2016	Richard Martinez	Telephone	Investigation

Noted for the record and filed in Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129537    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 10:36 AM

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**First Name:** Jeanne    **Last Name:** O'Banion    **Account Name:** Jeanne O'Banion  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City    **State:** AZ    **Zip Code:** 86403  
**Cell:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against

I am against the proposed rate increase through "demand charges.". I feel it is fair that I pay for what electricity I use at a rate set for that total usage, not a rate based upon an arbitrary brief time period which I am sure will be vague and undefined to the consumer.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129596      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 7:48 AM

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**First Name:** Robert & Andrea      **Last Name:** Ohlemann      **Account Name:** Robert & Andrea Ohlemann  
**Address:** <<< REDACTED >>>  
**City:** Kingman      **State:** AZ      **Zip Code:** 86409  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

Please deny Uni-source Electricity's request for a rate increase via "demand charges." We are part of a large population of seniors who are on a fixed income and would feel the effect of this unfair practice. Thank you for your consideration of our request.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/24/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129600      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 8:10 AM

---

**First Name:** Brian      **Last Name:** Kolvenbach      **Account Name:** Brian Kolvenbach  
**Address:** <<< REDACTED >>>  
**City:** las vegas      **State:** NV      **Zip Code:** 89145  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>      **Work:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against  
I'm against you raising my rates based on "demand usage" this is unfair.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/24/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129601      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 8:37 AM

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**First Name:** Raymond      **Last Name:** Tidwell      **Account Name:** Raymond Tidwell  
**Address:** <<< REDACTED >>>  
**City:** LAKE HAVASU CITY      **State:** AZ      **Zip Code:** 86404  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

We are already paying top dollar for electricity. The type of rate they are wanting to implement is unfair and will not reflect the true amount of electricity being used by the customer. Solar Power is good, but those who have it should pay a fair amount to cover the cost of infrastructure maintenance, equipment and other related cost that are not electric usage. Please do not pass this measure Unisource is trying to push through. I'm a senior citizen on a fixed income and as everyone should know we have not received an increase. Everything is going up but my income. I can't afford any more cost increases. Thank you, Raymond Tidwell Lake Havasu City

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/24/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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WS-02987A-16-0017

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129579      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 3:39 PM

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**First Name:** Tom      **Last Name:** Cooney      **Account Name:** Tom Cooney  
**Address:** <<< REDACTED >>>  
**City:** San Tan Valley      **State:** SD      **Zip Code:** 85143  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Company:** Johnson Utilities L.L.C. dba Johnson Utilities Company      **Division:** Water\*

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### Nature Of Opinion

**Docket Number:** WS-02987A-16-0017      **Docket Position:** Against

The Johnson Ranch Golf Club is a important part of our community. It is the hub and center piece of all activity within the Johnson Ranch community. As a homeowner, I am very concerned not only for the golf course but what will happen with the property values. I specifically bought my house directly on the course because it was good investment, and it is where I want to live when I retire full time. Please do not allow Johnson Util. to eliminate the proper water needed to maintain our beautiful course and ensure that my value of my house decreases immediatly. Thank you

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129591      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 4:16 PM

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**First Name:** Carlton      **Last Name:** Huff      **Account Name:** Carlton Huff  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:** 86403

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

I am a resident of Mohave County, AZ and I am totally against demand charges. It is bad enough for churches and buisnesses but even worse for residential customers. Please do not allow Unisource Electric to make us the only county in the country to have our utility bill determined by demand charges.

Sincerely, Carlton Haff

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		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and file for the record in Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129616      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 12:00 PM

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**First Name:** Penny      **Last Name:** Payne      **Account Name:** Penny Payne  
**Address:** <<< REDACTED >>>  
**City:**      **State:** AZ      **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

Arizona Corporations Commission  
1300 W. Washington Street  
Phoenix, ARizona 85007

Please add my fervent plea to the many others you must (should) be receiving about not levying another rate increase in electric fees.

We Arizonians are fighting to keep food on the table, heat in winter and coolness in our harsh Arizona summers. We do this against the tide of rising costs in everything needed just to have a basic "no frills" standard of living. I know many, such as I do, do this on a fixed income in our later years. We have worked hard most of our lives toward not being a burden on our families, cities, etc. Now we find ourselves rate increased right into a substandard living situation due to rising costs in utilities, food, etc., the basic necessities. Most of us are just trading water and here comes another albatross to drag us further down. May you and yours never know this stress.

You have the power to help and not hurt so many. Please use it wisely.

Sincerely,

Penny Payne

A Born and Bred Arizona Customer

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		Investigation	
Date:	Analyst:	Submitted By:	Type:
3/24/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129618      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 2:48 PM

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**First Name:** Randi      **Last Name:** Couch      **Account Name:** Randi Couch  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:** 86404  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

I work on the day of the Lake Havasu meeting to discuss the rate increase with "demand charges" from Unisource Electric. I am "retired" working part time because I can't afford these high energy/water bills. Please don't make it harder for me to live - my husband and I are 88 & 70 and our future depends on holding and saving in any area. Living in the desert is less expensive than the big cities but we need to use our air conditioner from April to mid October to survive in this state. Please help us keep our quality of life, thank you

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/24/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129611      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 3:09 PM

---

**First Name:** Shirley      **Last Name:** Mathe      **Account Name:** Shirley Mathe  
**Address:** <<< REDACTED >>>  
**City:** Kingman      **State:** AZ      **Zip Code:** 86409  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

The request from Unisource to increase rates via "demand charges" (and if I understand It correctly) plus standard charges to our utility bills here in Mohave county do not seem to be lawful~ Electric and gas is a service and can only be charged for the service a customer uses~ Aside from the legal aspect, most of the residents here in Mohave county are senior citizens on fixed incomes and low income families and an additional monthly increase such as Unisource is requesting would certainly be a hardship on them~ Their income has not increased but rent, clothing, food and prescription medications have taken a large part of their already limited income~ They have precious little let over for any extra~ This type of increase is not only unnecessary (their latest profits vs liabilities) but would harm thousands of Mohave county residents~ Please consider our residents future over a companies greed and deny Unisource "demand charge" rate increase~ Thank you for your time regarding this matter~ Respectfully submitted, Shirley Mathe

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/24/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129612      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 3:06 PM

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**First Name:** Pam      **Last Name:** Stedwell      **Account Name:** Pam Stedwell  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:** 86403  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

I do not believe that Unisource should be allowed to raise rates through "demand charges". That is unfair to our county, and to it's customers. Our wages are not as high as in some larger cities and we do not need to be used as a "test" in which to raise rates in other places.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/24/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129609      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 3:02 PM

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**First Name:** Donald      **Last Name:** Goff      **Account Name:** Donald Goff  
**Address:** <<< REDACTED >>>  
**City:** Meadview      **State:** AZ      **Zip Code:** 86444  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

I am against the possibility of demand charges requested by Unisource. If a change was in effect to help with infrastructure I would not be sending my opinion, but that is not the case. In Meadview, the power goes out constantly and it has been that way for the 16 years I have owned property in Mohave County. This proposal is absolutely absurd and should have no possibility of becoming reality. As commissioners, you should ask yourself a simple question, Is this reasonable? I would hope the answer is no.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/24/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129607    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/24/2016 1:31 PM

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**First Name:** Sherry    **Last Name:** Sass    **Account Name:** Sherry Sass

**Address:**

**City:**    **State:**    **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

March 22, 2016

Statement of Sherry Sass, Santa Cruz resident and UNS electric rate-payer, re Arizona Corporation Commission Case# E-04204A-15-0142:

My husband and I have a rooftop solar array that we're proud to say has generated much more electricity that we have used since we had it installed. We do not expect ever to see the actual sum we are owed on paper from that generation, however, currently around \$600 (even with charges for fixed costs and our usage deducted, as with all other rate-payers). Still, we are pleased to have the initial cost of the system paid back little by little from the monthly reduction in our electricity bills.

If net metering is reduced, however, that payback period would be stretched out so much that new installations for rooftop solar electricity generation, currently a booming business in our Solar State, would be severely curtailed. This is a great example of a failing monopoly (our large fossil-fuel based utilities) trying to cut the legs out from an emerging, more sustainable industry in a vain and harmful attempt to stave off the inevitable. Remember AT&T?

But besides the net metering issue, there is another, even more destructive part to UNS's proposed changes. We have a pretty nifty solar electric control/monitoring system that shows our minute by minute power generation as well as our consumption real-time, if we want to cruise outside the house to study the control panel. However, unless we dash outside every minute, we do not have a way to determine or record when our "peak" electricity usage occurs. If we don't have this, how can people with regular electric hook-ups ever hope to figure out when their peak usage is? As far as I've seen, utility bills come with monthly usage graphs, not hourly; and that is a month after the use has occurred.

## Arizona Corporation Commission Utilities Complaint Form

Yes UNS wants to tack on a "demand charge" determined by a residence's peak usage at certain times during each month. If this is intended as a goal to help people reduce their energy use, it has no feedback mechanism --which leads me to suspect it is just intended to generate more revenue for UNS, to make up for losses due to increasing energy conservation practiced by their rate-payers.

This is tremendously unfair, but worse, it will discourage residents from trying to use less energy; if you use less for 29 out of 30 days, but end up using a lot for one hour once a month, you will get a high a "demand charge" as would someone who uses that much energy all month long! Worse yet, you won't even know you did hit a "peak" until the following month, and you'll have no idea why. This sounds to be a sly way for a utility to reverse all the good work that's been done so far to reduce our huge national energy footprint on the rest of the world. Although UNS and most other utilities say they want us all to conserve energy for the good of the planet, meanwhile they want us to erase all financial gain we ratepayers have been starting to enjoy due to our admirable conserving behaviors.

As further evidence feeding my suspicion that UNS is really against energy conservation, they are proposing to get rid of the third tier of energy use. These higher costs only apply to the biggest energy users, and serve as great incentives to minimize use at this level. Yet, UNS want to remove this clear signal to conserve; why, unless they really want their customers to use more power?

If UNS is finding (as, likely, are most energy utilities) that their customers are using less energy but that fixed costs are not going down, it may be time to reconsider their business model and make some major. The more utilities try to spread high fixed costs over less actual energy use, the more customers will be encouraged to find new ways to get off the grid altogether--and the time is coming that that will be will be a move the reach of many, as new technologies advance. That will reduce the customer base even further, which will apparently spur utilities to charge more for less energy, if they keep to their current business philosophy. This is not a sustainable business model, and is certainly not helpful to us customers, nor to the world that already suffers from global warning largely due to energy production from fossil fuels.

Aren't utilities only allowed to be the monopolies they are by agreeing to operate for the good of the customers (not shareholders) ? The good of customers--or the planet -- is clearly not being served in this case.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/24/2016	Richard Martinez	Telephone	Investigation
Noted for the record and filed in Docket Control.			

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Date:	Analyst:	Submitted By:	Type:
3/24/2016	Richard Martinez	Telephone	Investigation
Noted for the record and filed in Docket Control.			

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/25/2016  
**Opinion Number:** 2016 - 129623      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/25/2016 8:36 AM

---

**First Name:** Dave      **Last Name:** Wolf      **Account Name:** Dave Wolf  
**Address:** <<< REDACTED >>>  
**City:** Kingman      **State:** AZ      **Zip Code:** 86409  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

I don't understand the proposed increase of base rate charge and peak demand usage which is also a fixed I understand the \$5 increase in base rate but then what is this demand usage charge in addition? It is fixed charged but based peak usage? How is that calculated? How much will that be in addition? These charges will pose a burden on low-income families and the elderly and disabled.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/25/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed

E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/25/2016  
**Opinion Number:** 2016 - 129624      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/25/2016 8:32 AM

---

**First Name:** David      **Last Name:** Sexton      **Account Name:** David Sexton  
**Address:** <<< REDACTED >>>  
**City:** Golden Valley      **State:** AZ      **Zip Code:** 86413  
**Cell:** <<< REDACTED >>>      **Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

Unisource is a bunch of thieves. They literally steal from the property owners out here and commit extortion when you try to get service. They won't honor the permits one must purchase from the county (money down a rat hole) and apparently believe strongly in the quote from the movie "Wall St."; "greed is good". Rather than offer them another way to put the screws to those of us on fixed incomes, the state should be investigating them for fraud, theft and extortion. I'd be happy to be your first complainant. They literally came onto my property after I closed escrow and stole the service drop that had been hanging unused for a decade or so, then tried to sell it back to me for \$1400. Allowing uniscrew to do something like this is like trusting the 16 y/o gang member down the street with the keys to your Porsche, gun & liquor cabinet & safe combination. What could possibly go wrong? I don't really think that they can be left unsupervised to set billing rates. Their corporate moral character is too horrendously flawed. As for the "solar" issue, this is positively retrograde thinking and just one more example of their extortionate behavior targeting those they can victimize at will. Good sense as well as good stewardship of the earth would dictate that they encourage solar. But rather than do the right and decent thing, its GREED, EXTORTION and HOSTAGE TAKING that are their company policy, apparently. This just serves to emphasize and illustrate what I wrote above. As for me, I'm done with these knuckle-draggers. Im going propane generator and solar. I won't give these extortionate thieves of questionable parentage one---flippin'---cent.

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### Investigation

<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/25/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129594      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 4:47 PM

---

**First Name:** Dave      **Last Name:** Becker      **Account Name:** Dave Becker  
**Address:** <<< REDACTED >>>  
**City:** Bullhead City      **State:** AZ      **Zip Code:** 86442  
**Home:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

I am asking the Commission to stop Unisource from jacking up our rates in the summertime (Peak Rates). Please let things stay, the way they are. Deny their rate request. Thank you.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129585      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 3:03 PM

---

**First Name:** Jack      **Last Name:** Kennedy      **Account Name:** Jack Kennedy  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:** 86406

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

He wanted to voice his opinion about Unisource. He has lived at this same address for over 20 years. The FEDS tell us to conserve energy so we do. APS wants a demand increase because of our conservation, this is not fair. Dam if we do dam if we don't. Say "NO" Remember we voted the Commissioners into office.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/23/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129556    **Priority:** Respond within 5 business days  
**Opinion Codes:**    Rate Case Items - Opposed    **Closed Date:** 3/23/2016 10:41 AM

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**First Name:** ken    **Last Name:** frazier    **Account Name:** ken frazier  
**Address:** <<< REDACTED >>>  
**City:** meadview    **State:** AZ    **Zip Code:** 86401  
**Cell:** <<< REDACTED >>>    **Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against  
how crazy is this, this is America not CUBA,

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		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129558    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 10:44 AM

---

**First Name:** Skip    **Last Name:** Billings    **Account Name:** Skip Billings  
**Address:** <<< REDACTED >>>  
**City:** Meadview    **State:** AZ    **Zip Code:** 86444  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

I write this for attention to the Arizona Corporation Commission to strongly object to the proposed unprecedented Unisource rate hike based on the hour of high demand, ie: (Demand Charges) This type of rate hike unfairly targets all the citizens of Arizona and Mohave County in particular. This type of rate increase is most felt by senior citizens who live on a fixed income, and low income people struggling to make ends meet raising a family in a county that has a history of low paying jobs, both in the private and public sectors. People are struggling to make ends meet across this state, but selecting Mohave county to try to slip this past the regulators as a test case is pure and simple discrimination based on economics that unfairly target low income households. Affluent households may not even notice an increase to 50 to 100 dollars a month. However low income could actually see themselves living on the streets by not being able to afford that kind of increase. Arizona politicians should consider the costs associated with that prospect. Being a retired senior citizen on a fixed income, I can't afford to pay much more than I do now. My current bill runs over 80.00 per month in the summer and well over 100.00 per month in the winter. I do not use air conditioning at all during the summer because of the extreme costs. The activities of Unisource in trying to remove solar usage by trying to get solar credits taken away is just criminal in my view and a possible violation of the 1st Amendment of the constitution. What rule of law, regulation or order exactly forbids a private citizen from installing a solar system on his or her property? If a homeowner desires to install a purchased solar system, what right does anyone have to tell that private citizen that he can not install a solar system much less try to get energy credits removed. This activity is pure and simple greed on Unisource's part. Without solar power alternatives all people are "Forced" to purchase energy from Unisource with no return by providing clean energy back into the grid. This is not how our country was formed and is not acceptable in any form. It is my belief that if this is allowed Unisource Energy may find it's revenues drop drastically as people remove themselves from the Electric Grid entirely and provide nothing back to Unisource. This could backfire on Unisource dramatically. As a citizen of Arizona I strongly urge the the "ACC" to reject any and all proposals from Unisource Energy for "any type" of rate increase. It's time for a serious look at the back end of this proposal to see exactly what is the driving force and why any politician, elected or appointed official would ever allow this type of proposal to be accepted. This has all the hallmarks of a criminal conspiracy predicated on money and corruption. Unisource will be charging for much more power than they provide to any individual household under this scheme. It simply makes no sense to allow this to proceed. I live in Meadview AZ and we have frequent and long power outages, Unisource Energy has never reimbursed anyone to my knowledge for these outages when people have to run gas generators to keep their food safe and power on for emergency medical services and equipment. Are we going to be able to charge them back at their highest hourly rate for these costs? My guess is No. Thank you Mr. Skip Billings  
Fed Criminal Inv: Retired

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigation**

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

3/23/2016

Richard Martinez

Telephone

Investigation

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129553    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 10:46 AM

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**First Name:** Charlene    **Last Name:** Haffner    **Account Name:** Charlene Haffner  
**Address:** <<< REDACTED >>>  
**City:** Kingman    **State:** AZ    **Zip Code:** 86409  
**Cell:** <<< REDACTED >>>    **Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

This would create a large hardship on the residents in Mohave County. I want to pay for what I use and have control over what I use. I do not need a "Big Brother" telling me when I can do laundry, cook a chicken or turn my lights on. They need to concentrate on giving good service and not so concerned about the all mighty dollar.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed with Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129541    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 12:52 PM

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**First Name:** Donna    **Last Name:** Wickerd    **Account Name:** Donna Wickerd  
**Address:** <<< REDACTED >>>  
**City:** Dolan Springs    **State:** AZ    **Zip Code:** 86441  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

Unisource has chosen to test a new rate system that will cost families more, while also discouraging energy savings. Instead of paying for your actual usage, you will be charged for your peak usage. This is patently unfair and to experiment with such a costly system on one of the poorest counties in Arizona is outrageously unethical. In addition, society should encourage renewable and clean energy production by homeowners. This proposal would actually punish people who are trying to consume less and be better stewards of our resources. Unisource should be encouraging rooftop solar rather than trying to profit from residential investments in renewable energy. If Unisource is having trouble being profitable with their current business model, then they need to change their model to reflect the realities that rooftop solar is going to be more and more prevalent in desert communities, while dirty and nonrenewable energy sources like coal are going to be phased out. Don't allow Unisource to create further hardship in communities that are barely surviving in the current economic climate!

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Richard Martinez	Telephone	Investigation

Noted for the record and filed in Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129544    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 12:55 PM

---

**First Name:** Michael    **Last Name:** Schoenfuss    **Account Name:** Michael Schoenfuss  
**Address:** <<< REDACTED >>>  
**City:** Kingman    **State:** AZ    **Zip Code:** 86401  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against

Please do not allow Unisource to change there rates to demand structure. This would not be fair to my wife and I . I am retired and we have limited funds ,we already try to keep our rates lower by reducing our energy usage. Michael and Beverly Schoenfuss

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129555    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 1:02 PM

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**First Name:** mary    **Last Name:** mcintire    **Account Name:** mary mcintire  
**Address:** <<< REDACTED >>>  
**City:** Meadview    **State:** AZ    **Zip Code:** 86444  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against  
This is crazy you can't even enter the docket number that you have listed. People live on a fixed income and now you want to punish us more. E-04204A-15-0141

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		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and docketed.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129543    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 4:09 PM

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**First Name:** Gudrun    **Last Name:** Kellam    **Account Name:** Gudrun Kellam  
**Address:** <<< REDACTED >>>  
**City:** Kingman    **State:** AZ    **Zip Code:** 86401  
**Home:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

There are many people living in Kingman and the areas around that must adhere to a strict budget. Many of them moved here because they were able to do so and now the Utility Company wants to line their pockets by robbing those people. Five years ago I put solar panels on my roof because it was "the in- thing" to do and was promoted by the utility company by giving rebates. I paid thousands of dollars for that solar array and now am being punished for having it? I already am being punished every month when my solar does not take care of the whole bill by the utility company charging me a surcharge for "green energy charges". I have green energy and still get penalized. Now they want to make it even worse for everybody that has green energy?! If the Arizona Corporation Commission agrees to let the Utility Company implement the "Demand Charges" it will set the course for all utility companies in this country and will set the course of polluting this earth even more than human kind is already doing. It will also be a slap in the face to those people that must live on a budget while the utility company happily rakes in the profits. Please, members of the Arizona Corporation Commission, listen to the rate payers and do not let a utilities' greed get one over on you. Thank you Gudrun Kellam

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Richard Martinez	Telephone	Investigation

Noted for the record and filed in Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/22/2016  
**Opinion Number:** 2016 - 129548      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/22/2016 4:21 PM

---

**First Name:** Darleen      **Last Name:** Williams      **Account Name:** Darleen Williams  
**Address:**  
**City:**      **State:**      **Zip Code:**  
**Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

Dear Members of the Arizona Corporation Commission:

I am begging you to please not allow Unisource Electric to raise their Basic Service Charge by 50%. My husband and I are on Social Security. We didn't get an increase in our checks this year. In fact, the Medicare deductible was raised \$19.00, so we lost part of our income.

Also, Please deny their request for a Demand Charge, a creative way to make more money for them. This is totally unfair. We just cannot afford these increases.

Thank you for your consideration.

Darleen Williams

<<< REDACTED >>>

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		Investigation	
Date:	Analyst:	Submitted By:	Type:
3/22/2016	Michael Buck	Telephone	Investigation

Entered for the record and docketed. Closed.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129580      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 2:43 PM

---

**First Name:** Willis      **Last Name:** Lee      **Account Name:** Willis Lee  
**Address:** <<< REDACTED >>>  
**City:** Rio Rico      **State:** AZ      **Zip Code:** 85648  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

Dear Commissioners: I was unable to attend yesterdays public meeting in Nogales regarding the UNS Electric proposed rate hike (s). My wife, daughter and I recently moved to Rio Rico from Southern Oregon. This is now our permanent residence. As my wife and I are retired our income is fixed. Our daughter is disabled. Any rate hike (s) to the utilities we use would be a huge snip our of our fixed budget. I understand the need for rate increases, but do not agree that this should be a three-fold event. I would hate to see a rate increase this year, with more to follow for another three (3) years out. Those of us on a fixed income seem to pay the brunt of these increases as other items, such as food, property taxes, gasoline, etc... also increase. Our fixed income remains stagnant. I am sorry that I cannot offer any alternatives to raising rates. I wish I could. I can only offer my situation and hope that it is taken into consideration. Sincerely, Willis and Lizbeth Lee

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129602      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 9:45 AM

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**First Name:** Diane      **Last Name:** Gear      **Account Name:** Diane Gear  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:** 86403  
**Cell:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

I am against raising rates through demand charges. Most Mohave County residents are retiree's and on fixed incomes and this would be totally unfair to consumers. It should be regulated all year long and not on the day most used such as summer A?C use when it is over 120 degrees outside.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/24/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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E-04204A-16-0031

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129559      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 8:32 AM

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**First Name:** bob      **Last Name:** malmstrom      **Account Name:** bob malmstrom  
**Address:** <<< REDACTED >>>  
**City:** meadview      **State:** AZ      **Zip Code:** 86444  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-16-0031

**Docket Position:** Against

Unisource Electric is experimenting with Mohave County ratepayers, and it could cost us dearly. The utility wants to raise rates through "demand charges." I feel this would have a severe economic impact on me, and anyone else using Unisource as their provider.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129561      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 8:41 AM

---

**First Name:** robert      **Last Name:** schneider      **Account Name:** robert schneider  
**Address:** <<< REDACTED >>>  
**City:** kingman      **State:** AZ      **Zip Code:** 86409  
**Home:** <<< REDACTED >>>      **Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

raising electric rates would be hard for us senior citizens living on a fixed income. what would be the cost for you to determine the highest rate per person per day? that would be passed on to us,

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129560      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 8:45 AM

---

**First Name:** John      **Last Name:** Burke      **Account Name:** John Burke  
**Address:** <<< REDACTED >>>  
**City:** Meadview      **State:** AZ      **Zip Code:** 86444  
**Cell:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

Dear ACC, It was brought to my attention that Unisource Energy is planning on charging residential customers based on "demand charges". I am not in favor of this nor do I think it is fair that Mohave County is being singled out for this "experiment". As you can imagine, an experiment would likely become permanent. Also, in this particular case, we have very unreliable power in Meadview and the surrounding area and quite often have power outages and power spikes. I have had to replace appliances and electronic equipment that has been blown out due to the unreliable power in our area. So when they say that this is to cover "improvements and upgrades for reliability" it certainly does not apply to the 86444 area code in Mohave county. Let them go experiment somewhere where they have actually improved the reliability instead of laying it on the rate payers that have received no benefit whatsoever. Kind Regards, John Burke

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control Closed

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129564      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 8:55 AM

---

**First Name:** Ric      **Last Name:** Lebrecht      **Account Name:** Ric Lebrecht  
**Address:** <<< REDACTED >>>  
**City:** Meadview      **State:** AZ      **Zip Code:** 86444  
**Cell:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

I understand Unisource plans to experiment with, then implement demand charges in Mohave County. It wants to base rates on the one hour that I use the most power instead of charging me for the power I actually use. My family is very careful and planful of its use of natural resources. This new plan will make it harder, if not impossible for us to be energy-conscious. I also understand it is looking for ways to prevent customers of solar solutions from receiving fair credit. I am strongly opposed to any demand charging plan Unisource proposes. I am happy to pay fair prices for power used, on fair rates set by the Arizona state regulatory commission. The quality and availability of power supplied by Unisource in the Meadview area is questionable as it is. Paying more, especially under this plan, where as a resident cannot be energy-eifficient, is unacceptable. Thank you for your consideration.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129567      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 9:16 AM

---

**First Name:** Gerald      **Last Name:** Olson      **Account Name:** Gerald Olson  
**Address:** <<< REDACTED >>>  
**City:**      **State:** AZ      **Zip Code:**

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

---

**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**Subject:** Say NO to damand Billing

Dear Cooperation Commission

I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers.

I believe my bill should be based on the electricity I use, and not an the high use scheme cooked up by a utility.

I ask you to support Solar Energy in any way you can.

Thank you

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129568      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 9:25 AM

---

**First Name:** John      **Last Name:** Boersma      **Account Name:** John Boersma  
**Address:**  
**City:**      **State:**      **Zip Code:**

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**Subject:** Email from Public for Utilities Division

Gentlemen of the commission,

Please be advised, that the proposed rate changes that Unisource is proposing are STRONGLY denounced by many voters/ratepayers. I for one don't see the "need" for this un-abashed grab for more profits. I don't deny any business the right to have a reasonable rate of return on investment, but this particular rate increase is a very slippery slope and just the beginning of many ways to "shaft" the consumer. We all have benefited by the reduction of oil prices, yet they don't take that into consideration when trying to justify this latest grab for my hard earned money. I, like many others, live on a fixed income of social security and cannot afford this unreasonable increase. I Thank you for your time and consideration in this matter.

Sincerely

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/22/2016  
**Opinion Number:** 2016 - 129540      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/22/2016 12:33 PM

---

**First Name:** Bob      **Last Name:** David      **Account Name:** Bob David  
**Address:** <<< REDACTED >>>  
**City:** Kingman      **State:** AZ      **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

Customer is opposed to the demand charges that UNS is proposing. The are totally unfair for people like us on a fixed income.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/22/2016	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/22/2016

**Opinion Number:** 2016 - 129538    **Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/22/2016 9:35 AM

---

**First Name:** William    **Last Name:** Peterson    **Account Name:** William Peterson

**Address:**

**City:** Chloride    **State:** AZ    **Zip Code:** 86431

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against

Customer is opposed to the proposed increase - specifically the 'demand charge'.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/22/2016	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/22/2016  
**Opinion Number:** 2016 - 129530    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/22/2016 9:01 AM

---

**First Name:** anna    **Last Name:** carter    **Account Name:** anna carter  
**Address:** <<< REDACTED >>>  
**City:** Kingman    **State:** AZ    **Zip Code:** 86401  
**Home:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against  
This is more for a business and not fair to the residential home owners.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/22/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129552    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/23/2016 10:38 AM

---

**First Name:** Ruth    **Last Name:** Chapman    **Account Name:** Ruth Chapman  
**Address:** <<< REDACTED >>>  
**City:** Meadview    **State:** AZ    **Zip Code:** 86444  
**Home:** <<< REDACTED >>>    **Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

I want to strongly object to the proposed Unisource rate hike based on demand. Citizens of Mohave County are struggling to make ends meet. Being a retired senior citizen on a fixed income, I can't afford to pay much more than I do now. This sounds like it will be massive and unfair. It is just a way for Unisource to steal money. They will be charging for much more power than they provide. I try to conserve energy, but I don't know how to deal with a system that charges by the highest hour usage in a month. Please don't let them create more hardship on the people. I don't have solar, but what they are doing with that isn't right either. I live in Meadview and we have frequent and long power outages, Are we going to be able to charge them back at the highest hourly rate? Thank you

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Trish Meeter      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/21/2016  
**Opinion Number:** 2016 - 129523      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/21/2016 4:56 PM

---

**First Name:** Florence      **Last Name:** Frisina      **Account Name:**  
**Address:** <<< REDACTED >>>  
**City:** Tucson      **State:** AZ      **Zip Code:** 85711

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**From:** Florence Frisina [mailto:<<< REDACTED >>>]

**Sent:** Saturday, March 19, 2016 12:31 PM

**To:** Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

**Subject:** Reject the Unisource proposal

Dear Arizona Corporation Commission,

I urge you to reject the Unisource proposal, docket E-04204A-15-0142, to impose demand charges and eliminate net metering.

Demand charges are nearly impossible for customers to understand and control. Demand charges disproportionately impact customers while they are home with their families, cooking dinner, doing laundry, and enjoying the amenities they work hard for. Customers should be charged only for the energy they use, not penalized for using too much energy during a specific period of the day.

No commission in the country has approved mandatory demand charge rates on residential and small business customers. Historically, demand charges have only been imposed on commercial customers, who rely on demand management software and energy engineers to control their peak time usage. Small, residential families cannot be expected to do the same.

In Nevada, a similar type of proposal was recently passed, resulting in devastating impacts to the solar industry and thousands of solar workers.

Please reject Unisource's proposal. It is an obvious attempt to stifle solar growth and overcharge customers.

Sincerely,

Florence Frisina

<<< REDACTED >>>

<<< REDACTED >>>

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Trish Meeter      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/21/2016  
**Opinion Number:** 2016 - 129520      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/21/2016 4:51 PM

---

**First Name:** NancyJohn      **Last Name:** Tybrowski      **Account Name:**  
**Address:** <<< REDACTED >>>  
**City:** Kingman      **State:** AZ      **Zip Code:** 86409

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**From:** Nancy Tybroski [mailto:<<< REDACTED >>>]

**Sent:** Saturday, March 19, 2016 6:45 AM

**To:** Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

**Subject:** UNISOURCE MANDATORY FEES

TO WHOM IT MAY CONCERN;

AS SENIOR CUSTOMERS OF UNISOURCE ELECTRIC & GAS. WE ARE WRITING TO PROTEST AND OPPOSE THE MANDATORY FEES PROPOSAL THAT UNISOURCE IS PREPARING TO IMPOSE ON IT'S CUSTOMERS. THE RATE STRUCTURE WILL PUNISH RATEPAYING CUSTOMERS WHO ARE ALREADY STRUGGLING WITH THE COSTS OF USING THEIR UTILITIES. THERE IS NO GOOD REASON TO RAISE THE RATES FOR RESIDENTIAL CUSTOMERS NOR PUNISH THOSE WHO ELECT TO USE SOLAR ENERGY.

WE BELIEVE THAT FAIR ELECTRIC RATES & CLEAN RENEWABLE ENERGY GO HAND IN HAND. PLEASE DEFEAT THIS PROPOSAL

SINCERE THANKS,

MICHAEL & NANCY TYBROSKI

<<< REDACTED >>>

<<< REDACTED >>>

E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Trish Meeter      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/21/2016  
**Opinion Number:** 2016 - 129519      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/21/2016 4:44 PM

---

**First Name:** John      **Last Name:** Armstrong      **Account Name:** John Armstrong  
**Address:** <<< REDACTED >>>  
**City:** Tucson      **State:** AZ      **Zip Code:** 85749

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**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**From:** John Armstrong [mailto:<<< REDACTED >>>]

**Sent:** Friday, March 18, 2016 6:49 PM

**To:** Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

**Subject:** Reject the Unisource proposal

Dear Arizona Corporation Commission,

I urge you please reject the Unisource proposal, docket E-04204A-15-0142, to impose demand charges and eliminate net metering.

Demand charges are nearly impossible for customers to understand and control, especially seniors on a fixed income. Demand charges disproportionately impact customers while they are home with their families, cooking dinner, doing laundry, and enjoying the amenities they work hard for. Customers should be charged only for the energy they use, not penalized for using too much energy during a specific period of the day.

No commission in the country has approved mandatory demand charge rates on residential and small business customers. Historically, demand charges have only been imposed on commercial customers, who rely on demand management software and energy engineers to control their peak time usage. Small, residential families cannot be expected to do the same.

I made a conscious decision to install solar on my house as a way of offset living on a fixed income. I used my saving to purchase the unit with the hope this installation will allow me off offset the ever increasing cost of electricity. Please reject Unisource's proposal. It is an obvious attempt to stifle solar growth and overcharge customers.

Sincerely,

John Armstrong

<<< REDACTED >>>

Tucson, AZ 85749

5207491786

E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129573      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 10:50 AM

---

**First Name:** Trinity      **Last Name:** Hamilton      **Account Name:** Trinity Hamilton  
**Address:** <<< REDACTED >>>  
**City:** Crown King      **State:** AZ      **Zip Code:** 86343

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

---

**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**Subject:** I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers. My bill should be based on the electricity I use, and not an arbitrary scheme cooked up by a utility monopoly. Trinity Hamilton <<< REDACTED >>> , Kingman AZ. 86409

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/22/2016  
**Opinion Number:** 2016 - 129534    **Priority:** Respond within 5 business days  
**Opinion Codes:**    Rate Case Items - Opposed    **Closed Date:** 3/22/2016 8:45 AM

---

**First Name:** Brian    **Last Name:** Milles    **Account Name:** Brian Milles  
**Address:** <<< REDACTED >>>  
**City:** Dolan Springs    **State:** AZ    **Zip Code:** 86441  
**Home:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against  
This household is on a Very fixed monthly income. It would be more than a little difficult to pay for additional utility increases.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/22/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/22/2016  
**Opinion Number:** 2016 - 129535    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/22/2016 8:41 AM

---

**First Name:** Juan    **Last Name:** Esparza    **Account Name:** Juan Esparza  
**Address:**  
**City:**    **State:**    **Zip Code:**

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against

Subject: Reject the Unisource proposal

Dear Arizona Corporation Commission,

I urge you to reject the Unisource proposal, docket E-04204A-15-0142, to impose demand charges and eliminate net metering.

Demand charges are nearly impossible for customers to understand and control. Demand charges disproportionately impact customers while they are home with their families, cooking dinner, doing laundry, and enjoying the amenities they work hard for. Customers should be charged only for the energy they use, not penalized for using too much energy during a specific period of the day.

No commission in the country has approved mandatory demand charge rates on residential and small business customers. Historically, demand charges have only been imposed on commercial customers, who rely on demand management software and energy engineers to control their peak time usage. Small, residential families cannot be expected to do the same.

In Nevada, a similar type of proposal was recently passed, resulting in devastating impacts to the solar industry and thousands of solar workers.

Please reject Unisource's proposal. It is an obvious attempt to stifle solar growth and overcharge customers.

Sincerely,

Juan Esparza

<<< REDACTED >>>

tucson, AZ 85713

<<< REDACTED >>>

---

**Investigation**

**Date:** 3/22/2016    **Analyst:** Richard Martinez    **Submitted By:** Telephone    **Type:** Investigation

**E-04204A-15-0142**

**Arizona Corporation Commission  
Utilities Complaint Form**

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/22/2016  
**Opinion Number:** 2016 - 129531    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/22/2016 8:49 AM

---

**First Name:** Scott    **Last Name:** McCoy    **Account Name:** Scott McCoy  
**Address:** <<< REDACTED >>>  
**City:** Kingman    **State:** AZ    **Zip Code:** 86409  
**Home:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

### Nature Of Opinion

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against

Unisource Energy has an upcoming rate request in front of the Commission. They will be requesting to be allowed to further screw its customers with a residential "demand charge" They can spin it any way they want but this is a bad idea if allowed to go further than the trash can. It will create a hardship when Unisource comes along later and says that we are using more power than we did a week ago so the rate to ensure availability will be \$X.XX more per month. PLEASE do not allow Unisource to steal more from us than they already do. Scott McCoy Mohave County Kingman

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/22/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/22/2016  
**Opinion Number:** 2016 - 129533    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/22/2016 8:56 AM

---

**First Name:** Russell    **Last Name:** Zasadil    **Account Name:** Russell Zasadil  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City    **State:** AZ    **Zip Code:** 86403  
**Home:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

I don't object to paying for the electricity I use but I do object to demand rates where a series of hot days as we have in Mohave county will raise our electric bills even higher than they are under the demand system. We will be paying for electricity at an extreme rate to raise the profit of Unisource. That isn't right nor is it fair. My suggestion would be to find another electric provider if Unisource can't learn how to run their business without over charging the public... This is wrong !!!! This Canadian company is trying to fix their money devaluation by using a demand system that overcharges it's customers...

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/22/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 3/22/2016  
**Opinion Number:** 2016 - 129529    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 3/22/2016 8:59 AM

---

**First Name:** Wendy    **Last Name:** Cordova    **Account Name:** Wendy Cordova  
**Address:** <<< REDACTED >>>  
**City:** Golden Valley    **State:** AZ    **Zip Code:** 86413  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)    **Division:** Electric  
Cara Roll    **Phone:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

---

**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against

The issue on Peak hour charges. We can not afford this. Many in our community struggles without extra burden of the electric company charging us extra. We ourselves can not afford this. This would definitely not be something that we vote for. Voting NO to peak hour charges.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/22/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/23/2016  
**Opinion Number:** 2016 - 129565      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/23/2016 9:34 AM

---

**First Name:** Sharon      **Last Name:** Ridge      **Account Name:** Sharon Ridge  
**Address:** <<< REDACTED >>>  
**City:** Kingman      **State:** AZ      **Zip Code:** 86401  
**Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Unisource \*\* Energy Services (UNS)      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

How can this be fair, as I understand it I will be charged on the amount I use in my heaviest usage hour. Even if I don't use anything throughout the rest of the day. I believe in paying for what I get but not on something I do not use. How unfair is this!!! Utility companies have a monopoly on this (it's not like we can switch to Mohave Coop) & it is totally unfair to the consumer.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/23/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control. Closed

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