

**ORIGINAL**  
**Arizona Corporation Commi**  
**Utilities Complaint Form**



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**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 5/9/2016  
**Opinion Number:** 2016 - 131458    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 5/9/2016 2:59 PM

**First Name:** Mystee    **Last Name:** White    **Account Name:** Mystee White  
**Address:** <<< REDACTED >>>  
**City:** Pinetop    **State:** AZ    **Zip Code:** 85935  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

**Company:** Navopache Electric Cooperative, Inc.    **Division:** Electric

**Nature Of Opinion**

**Docket Number:** E-01787A-16-0144    **Docket Position:** Against

If our rate is increased, we will not be able to live in our home. We barely get by using our heater at only off peak hours. When we first bought our home, we didn't think much of it until we got our first bill of almost 900 dollars. My second opinion is that the employees are incredibly unhelpful in answering any questions and they really don't regard you as a customer at all.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
5/9/2016	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission  
**DOCKETED**  
MAY 10 2016

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