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Mr. Derouen:

PUBLIC SERVICE  
COMMISSION

This letter relates to case # 2012-00312. It serves both as an update relative to our electrical problem here, as well as my observations and thoughts concerning a copy of the letter sent to your office by Thomas Brite dated 1-17-13.

Though the new line seems, at this time, to have helped decrease the intensity of some of the "flickering," I take issue with Mr. Brite's closing statement "that the new electric line has achieved its purpose in reducing the flicker to acceptable levels for the Big Bend area.

Since the new line has been hooked up, I have observed no less than 6 occasions when our lights were "terrible, bad, or strobe." Further, I have observed no less than 9 additional occasions when our lights were "flickering" to the point I perceived it bad enough to record. Until a year ago I wasn't aware of any flickering of our lights. The new line has not achieved its purpose in reducing the "flicker" to acceptable levels in the Big Bend area.

As to Mr. Brite's statement that during the week RECL monitored there was only one event at 1.2%, "it is doubtful that Hilltop was operating at the time of the event" ... I can recall a number of Fridays

when flickering occurred late ... even some Saturdays. Given this event followed the holidays so closely, it's very likely that Hilltop was working late, catching up.

Mr. Brite states that "The IEEE recognizes the 1% level as the level a person may perceive the flicker noticeable and disturbing." I personally perceive "the flicker noticeable and disturbing" when I perceive it. We did not see this before Hilltop upgraded their equipment and now we do. There is no reason we should be second class customers receiving an insufficient supply of electricity while Hilltop goes about business as usual. What if they make another upgrade?

Once again I suggest that the electrical infrastructure is insufficient to support the increased energy demands of Hilltop's upgrade and, at the same time maintain the supply of electricity to which we had become accustomed. I don't believe a bandaid is going to solve this problem. Hilltop needs to pay for infrastructure improvements which will power their upgrades and allow us the electrical service we pay for and expect.

Sincerely,  
David B. Bell