

Utility Customer Service Account Marker

On Wednesday 24th August 2016, I sold my home. As such, I needed to call the utility companies to inform them that final meter readings needed to be taken and the account closed. I had called the gas and water companies and the task took approximately ten minutes for each of them. However, it was a very different matter at the electric utility company. I was initially told by [Tucson Electric Power \(TEP\)](#) that their computer could not access my account and that I would have to call later. Querying this led to the admission by TEP that there was a marker on my account that indicated that only one person in the TEP company could make changes to my account. For the duration of my almost one hour long call, they could not contact her to get approval for the electricity account closure. Who was this person? Initially they tried to withhold the full name and position of the person. By elevating my call through supervisors I was able to ascertain this mystery persons identity:

Ms SantaCruz – TEP Field Supervisor

Who is this person? I have had to call 911 on multiple occasions regarding this person. She has:

- Blatantly harassed me.
- Tried to blackmail/extort my legal rights.
- Her staff have assaulted me.
- Her staff withheld their customer service identification cards while at my home, which is against the publicly stated company policy.
- After trespassing her mysterious, unidentified, lying, fraudulent, harassing and assaulting TEP staff from my property, they blatantly trespassed onto my property.
- Her staff illegally disconnected my fully paid electricity account from the electrical grid without any notice.
- She illegally kept my home in the dark for 11 nights.
- She has refused to inform me of the reason that she used to illegally disconnect my home from the electrical grid for eleven nights.
- The electricity was only reconnected when the [Pima County Sheriff's Department](#) escorted her to my home and forced her to reconnect my electricity after I started placing 911 calls about her ongoing illegal harassment.
- Her prolonged electrical power outage at my home vandalized sensitive electrical equipment within my home.
- She and her staff have broken numerous laws at my home and are currently successfully eluding prosecution by the Sheriff and the [Arizona Corporation Commission \(ACC\)](#).
- Her staff have put a marker on my account that states “Threatening Customer”, even though there have been no threats by me. Unfortunately for me, I was the one who was unexpectedly assaulted by a TEP supervisor!

How did her team illegally disconnect my electricity? The TEP dialog that was used by the Sheriff to disconnect my electricity for eleven nights was blatantly fraudulent. She has never been legally

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charged for engaging in fraud. Lying to a Sheriff in order to get the Sheriff to break multiple laws and blatantly harass a TEP customer is an illegal activity in the USA.

Has she ever been prosecuted for these harassing and illegal events? No. She has been reported to the Sheriff multiple times for illegal activities at my home and the Sheriff refuses to prosecute her. Her government regulator, the Arizona Corporation Commission (ACC), is blatantly ignoring all illegal, fraudulent, harassing and assaulting events regarding TEP at my home.

How has she obtained control of my TEP customer service account? TEP refused to discuss this. This is typical behavior for people who engage in harassment.

How long has she had control of my TEP account? This is a mystery. I can tell you that I have had problems with TEP customer service technicians attending my home since I started to investigate stray voltage and high voltage (HV) power line sickness in Tucson which I was reporting to TEP customer service. They seem to arrive with an agenda to stonewall and harass the TEP customer and I have reported this to the Sheriff and TEP's Arizona Corporation Commission government regulator on numerous occasions since 2011.

Is she and her team following instructions from TEP's upper management to harass and assault Steven Magee - Chartered Electrical Engineer? This is unknown.

Is the Sheriff under the influence of TEP? The Sheriff has an established history of lying in their reports about what has occurred at Steven Magee's home regarding TEP. The Internal Affairs department refuses to uphold any of Steven Magee's genuine complaints about the Sheriff and TEP. They blatantly deny what is clearly shown in video evidence and their own reports.

Is the Pima County legal system under the influence of TEP? Steven Magee did have some of his legal rights to free speech and news reporting removed for one year by the Pima County legal system regarding a valid dispute over a planned solar photovoltaic (PV) system that was connected to TEP's electrical utility system. The judge placed a very short time limit on Steven Magee's evidence presentation at court and he was not able to present his full case. There were several important evidence documents that were not presented and discussed due to the very short time limit. Note that preventing a full evidence submission through the use of time limits may be an illegal state and/or federal activity on the part of the Pima County Judge involved. Steven Magee felt that he was a victim of Pima County legal fraud and opted not to continue engaging in the expensive fraud that would have required spending thousands of dollars to appeal it. Instead he moves out of the neighborhood, as it was easier, cheaper and less time consuming than dealing with the known Pima County legal system corruption. It is interesting to note that in Tucson the installation of high powered solar photovoltaic power generation systems that may create numerous documented biologically harmful issues overrides all home owners association (HOA) rules. See:

[How to Stop a Solar Photovoltaic \(PV\) Installation](#)

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You can see TEP harasser in this video that I recorded of her when she was escorted to my home by the Sheriff. Remember that she is at my home because I had placed multiple 911 emergency calls about her illegal activities:

[Reporting Harassment To 911 To Get Utility Electricity Reconnected](#)

TEP customer service were eventually able to inform me that a request had been initiated by the new home owner to close out my account. Two phone messages were left later by the harasser which I never responded to. Only a fool returns a phone call to a known harasser who is noted to engage in illegal activities and is currently avoiding prosecution by the USA legal system.

I will be filing complaints about this to TEP's regulators, even though it is firmly established that filing complaints about TEP is clearly a [fools errand](#) in [Tucson, Arizona, USA!](#)

Warnings About Tucson Electric Power (TEP)

Environmental Radiation LLC issues the following warnings about TEP:

- Record all encounters with TEP and video record all TEP customer service visits to your home, as they are known to fabricate fictional fantasy stories about events later.
- Do not let them inside your home. They legally only have access to their utility meter on your property. You may be prosecuted if they go inside your home and report illegal activity to the authorities, regardless of whether it is true or a fabrication. It is your word against theirs.
- Expect to be assaulted during customer service visits.
- Expect customer service technicians not to perform measurements that will show the presence of the reported fault so that they can declare no problems found.
- Expect that their customer service identification cards will be withheld. Immediately call 911 if this occurs and report a suspected utility company impostor.
- Expect to be illegally disconnected by the Sheriff if you call 911 regarding TEP. (Note that the corrupt Sheriff's Department is now under investigation by the FBI: <https://arizonadailyindependent.com/2016/06/20/under-fbi-investigation-pima-county-sheriff-chief-of-staff-gagnepain-takes-own-life/>)
- Once illegally disconnected, expect TEP to engage in blackmail/extortion of your legal rights and to illegally refuse to reconnect the fully paid utility electricity service.
- Their government regulator, the Arizona Corporation Commission (ACC) is useless. File your complaint and expect silence from them afterwards.

Interesting Internet Quotes & Links

- “ Disconnection Without Notice”
http://www.environmentalradiation.com/TEP_Disconnection_Without_Notice.jpg

- “Termination Of Service Without Notice” <http://www.environmentalradiation.com/TEP%20Termination%20of%20Electrical%20Service%20Without%20Notice.pdf>
- “Tucson Electric Power (TEP) Suspected Impostor Sheriff Report” <http://www.environmentalradiation.com/Tucson%20Electric%20Power%20Suspected%20Impostor%20Sheriff%20Report.pdf>
- “What It Takes To Get The Sheriff To Harass A Customer” <http://www.environmentalradiation.com/What%20It%20Takes%20To%20Get%20The%20Sheriff%20To%20Harass%20A%20Customer.pdf>
- Targeted For Illegal Disconnection? <http://www.environmentalradiation.com/Targeted%20For%20Illegal%20Disconnection.pdf>
- “What To Do When The Sheriff and Utility Company Illegally Disconnects You” <http://www.environmentalradiation.com/What%20To%20Do%20When%20The%20Sheriff%20and%20Utility%20Company%20Illegally%20Disconnects%20You.pdf>
- "Reporting Crimes Identified From Police Reports And Evidence" <http://www.environmentalradiation.com/Reporting%20Crimes%20Identified%20From%20Police%20Reports%20and%20Evidence.pdf>
- “Sheriff’s Department...now under investigation by the FBI” <https://arizonadailyindependent.com/2016/06/20/under-fbi-investigation-pima-county-sheriff-chief-of-staff-gagnepain-takes-own-life/>
- “Utility Customer Service Account Marker” <http://environmentalradiation.com/Utility%20Customer%20Service%20Account%20Marker.pdf>
- Question: “When can a utility disconnect service?” Answer: “There are certain conditions under which the utility can disconnect you. Rule R14-2-211C of the Arizona Administrative Code states that after proper notice, the utility company may disconnect your service if you are in violation of any of the utility's tariffs, or for reasons such as:
Failure to pay a delinquent bill
Failure to meet or maintain your deposit.
Failure to provide the utility company reasonable access to its equipment and property.
Or when you break a written contract for service between you and the utility company.
In addition, a utility company may disconnect service without notice for any of the following reasons:
The existence of an obvious hazard to the safety or health of the consumer or the general population.
The utility has evidence of meter tampering or fraud.”
<http://www.azcc.gov/divisions/utilities/electric/faqs.asp#m>
- “Consumer Complaint Process” <http://www.azcc.gov/Divisions/Utilities/cons/index.asp>
- "Article 2: Electrical Utilities - Know Your Legal Rights" http://apps.azsos.gov/public_services/Title_14/14-02.pdf?d=424
- “recording in public places such as streets or parks is allowed absent any consent” <http://www.rcfp.org/reporters-recording-guide/state-state-guide/arizona>
- “Tucson Electric Power Reviews” <https://www.glassdoor.com/Reviews/Tucson-Electric-Power-Reviews-E19684.htm>

- “BBB Business Review” <http://www.bbb.org/tucson/business-reviews/electric-companies/unisource-energy-services-in-tucson-az-2182/complaints#breakdown>
- “Tucson Electric Power” https://en.wikipedia.org/wiki/Tucson_Electric_Power
- “Tucson, Arizona” https://en.wikipedia.org/wiki/Tucson,_Arizona
- “Scams targeting TEP customers generate hundreds of complaints...In a recent incident, two men claiming to be TEP workers told a midtown resident they needed to get into the back yard. While the victim took one of the men back, the other stole several items from the home...TEP warns to always check the IDs of employees or contractors.”
<http://www.fox10tv.com/story/27896572/scams-targeting-tep-customers-generate-hundreds-of-complaints>
- “What is Misdemeanor Assault?” <https://enlightenme.com/misdemeanor-assault/>
- “Family of six died from carbon monoxide poisoning. A generator was found turned on inside home.” <http://www.tucsonnewsnow.com/clip/12231926/family-of-six-dies-from-carbon-monoxide>
- “Arizona Revised Statutes” <http://www.azleg.state.az.us/ArizonaRevisedStatutes.asp>
- “The First Amendment (Amendment I) to the United States Constitution prohibits the making of any law respecting an establishment of religion, impeding the free exercise of religion, abridging the freedom of speech, infringing on the freedom of the press, interfering with the right to peaceably assemble or prohibiting the petitioning for a governmental redress of grievances. It was adopted on December 15, 1791, as one of the ten amendments that constitute the Bill of Rights.”
https://en.wikipedia.org/wiki/First_Amendment_to_the_United_States_Constitution
- “Harassment covers a wide range of behaviours of an offensive nature. It is commonly understood as behaviour which disturbs or upsets, and it is characteristically repetitive. In the legal sense, it is behaviour which appears to be disturbing or threatening.”
<https://en.wikipedia.org/wiki/Harassment>
- “State Disconnection Policies” <http://liheap.ncat.org/Disconnect/disconnect.htm>
- “Consumer protection laws and regulations on heating and utility disconnections.”
http://www.needhelppayingbills.com/html/utility_and_heating_disconnect.html
- “It is illegal to disconnect water and electricity at week-ends”
<http://www.modernghana.com/news/172765/1/it-is-illegal-to-disconnect-water-and-electricity-.html>
- “PSREC General Manager Loses It After Illegal Disconnect”
<http://stopsmartmeters.org/2014/02/26/psrec-general-manager-loses-it-after-illegal-disconnect/>
- “Utility Company Harassment of Electromagnetic Radiation Researchers: Josh Hart - Plumas Sierra Rural Electric Cooperative (PSREC)” <http://stopsmartmeters.org/turn-on-the-electricity-drop-the-fees-psrec/>
- How to Stop a Solar Photovoltaic (PV) Installation [http://environmentalradiation.com/How%20to%20Stop%20a%20Solar%20Photovoltaic%20\(PV\)%20Installation.pdf](http://environmentalradiation.com/How%20to%20Stop%20a%20Solar%20Photovoltaic%20(PV)%20Installation.pdf)

“If you are the unfortunate victim of a harasser, you must inform law enforcement, keep a log of events, record all phone calls and video record all interactions concerning the ongoing harassment. Insist on law enforcement prosecution for all illegal activities that the harasser engages in with you. Unfortunately, law enforcement willfully avoiding the prosecution of the harasser typically will embolden and elevate the levels of harassment.”

Steven Magee CENG MIET BEng Hons – Author of Toxic Electricity