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ORIGINAL

**From:** "Carolyn Allfree" <callfree@inreach.com>  
**To:** ACC.UTIL(mailmaster)  
**Date:** 10/22/2003 1:42:52 PM  
**Subject:** Fw: Docket Number E-01345A-03-0437

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2003 OCT 22 P 4: 23

I completed the pdf online, but whenever I save it, it comes up blank. I wish to express my opposition to the rate increase requested by Arizona Public Service Company, under Docket Number E-01345A-03-0437.

ARIZONA CORPORATION COMMISSION  
DOCKETING CONTROL

Carolyn Allfree  
Cottonwood, Arizona

----- Original Message -----

**From:** Carolyn Allfree  
**To:** mailmaster@cc.state.az.us  
**Sent:** Wednesday, October 22, 2003 1:33 PM  
**Subject:** Docket Number E-01345A-03-0437

Arizona Corporation Commission  
**DOCKETED**

OCT 22 2003

DOCKETED BY	<i>CA</i>
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This footnote confirms that this email message  
has been scanned to detect malicious content.

If you experience problems, please contact  
postmaster@ccsd.cc.state.az.us  
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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Deborah Reagan    **Phone:** (602) 364-0236    **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion**    **No.** 2003 - 29603    **Date:** 10/8/2003

**Complaint Description:**    08A Rate Case Items - Opposed/In Favor

<b><u>Complaint By:</u></b>	<b><u>First:</u></b> Bob	<b><u>Last:</u></b> Ferrari	
<b><u>Account Name:</u></b>	Bob Ferrari		<b><u>Home</u></b> (480) 948-3360
<b><u>Street:</u></b>	11440 N. 67th St.		<b><u>Work:</u></b> (000) 000-0000
<b><u>City:</u></b>	Scottsdale		<b><u>CBR:</u></b>
<b><u>State:</u></b>	AZ <b><u>Zip:</u></b> 85254		<b><u>is:</u></b>

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**Utility Company:** Arizona Public Service Company

**Division:**

**Contact Name:** For assignment    **Contact Phone:** (602) 250-2280

**Nature of Complaint:**

Customer wanted to express his opinion about all the information provided to him about competitive services with his monthly bill. Customer feels that the cost of providing this information is being passed on to the customers and is an unnecessary expense.

**Utilities' Response:**

None required.

**Investigator's Comments and Disposition:**

I advised customer that I would enter his comments for the record and for the docket with this case.

**Date Completed:** 10/8/2003

**Opinion**    **No.** 2003 - 29603

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Deborah Reagan    **Phone:** (602) 364-0236    **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion**    **No.** 2003 - 29570    **Date:** 10/7/2003

**Complaint Description:**    08A Rate Case Items - Opposed/In Favor

**Complaint By:**    **First:**    **Last:**  
Wanda    Young

**Account Name:**    Wanda Young    **Home** (623) 544-2589

**Street:**    12311 W. Westgate Dr.    **Work:** (000) 000-0000

**City:**    Sun City West    **CBR:**

**State:**    AZ    **Zip:** 85375    **is:**

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**Utility Company:**    Arizona Public Service Company

**Division:**

**Contact Name:**    For assignment    **Contact Phone:** (602) 250-2280

**Nature of Complaint:**

Customer left message that she feels the proposed rate increase is too high and she is opposed to it.

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Advised customer that her comments were entered for the record and would be filed with the docket in this case.

**Date Completed:** 10/7/2003

**Opinion**    **No.** 2003 - 29570

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** CARMEN MADRID **Phone:** (602) 542-0848 **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion No. 2003 - 29540** **Date:** 10/6/2003

**Complaint Description:** 08A Rate Case Items - Opposed/In Favor

**Complaint By:** **First:** Bobby **Last:** Adams

**Account Name:** Bobby Adams **Home:** (000) 000-0000

**Street:** xxxxxxxxxxxxxxxxxxxxxxxxx **Work:** (000) 000-0000

**City:** xxxxxxxxxxxxxxxxxxxxxxxxx **CBR:** <Bobby123adams@aol.com

**State:** AZ **Zip:** xxxxxx **is:** E-Mail

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**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** n/a **Contact Phone:** n/a

**Nature of Complaint:**

I feel your request for APS increase of 9.8% is a total rip-off!! This will also raise the tax, service, etc. amounts that they tack onto our bill every month. This 9.8% will come out to about 11,7% total increase. The President says our cost of living only goes up 1.5% a year!! This is reflected in my BIG increase in my disability rate of 2.4%!!!

I suggest APS stops GIVING our power away to Mexice free, and increase the cost of the power they sell to California, etc. and leave us Arizonians alone. WE have the biggest nucular power plant in the world. Let's take care of us, not them!!!! This is a rip-off!!

**Utilities' Response:**

n/a

**Investigator's Comments and Disposition:**

Filed with Docket Control to be added to APS rate case. Closed

**Date Completed:** 10/6/2003

**Opinion No. 2003 - 29540**

**From:** Carmen Madrid  
**To:** Renee De La Fuente  
**Subject:** Re: Fwd: RE APS Docket# E-01345A-03-0437

Mr. Adams,  
My name is Carmen Madrid and I have the opportunity to respond to your e-mail. I have given a copy of your e-mail to the staff person (Janie Woller) and the e-mail will be filed in Docket Control Center to be added to the APS rate case.

Sincerely,  
Carmen Madrid  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
(602) 542-0848

>>> Renee De La Fuente 10/6/2003 1:25:06 PM >>>

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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**Investigator:** Brad Morton      **Phone:** (602) 542-0836      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion No. 2003 - 29557**      **Date:** 10/7/2003

**Complaint Description:** 08A Rate Case Items - Opposed/In Favor

**Complaint By:**      **First:** William & Judith      **Last:** Jung

**Account Name:** William & Judith Jung      **Home** (928) 527-3883

**Street:** 4236 East Coburn Drive      **Work:** (000) 000-0000

**City:** Flagstaff      **CBR:**

**State:** AZ      **Zip:** 86004      **is:**

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**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment      **Contact Phone:** (602) 250-2280

**Nature of Complaint:**

We have been paying \$14.00 month average since 1995, I believe, for solar partners. That approximately \$1,500, so far. What is this APS requested rate increase for and why isn't it more, as in lots more, solar being implemented instead of a rate increase?

**Utilities' Response:**

n/a

**Investigator's Comments and Disposition:**

10/7 opinion entered and consumer called.

**Date Completed:** 10/7/2003

**Opinion No. 2003 - 29557**

# Arizona Corporation Commission Public Comment Form

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Step 1

OCT 06 2003

*This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use the Consumers Services Assistance Form for complaints, inquiries or general inquiries.*

Step 2

YOUR NAME WILLIAM & JUDITH JUNG	DATE 9/29/2003
YOUR ADDRESS 4236 E. COBURN DRIVE	YOUR PHONE NUMBER (928) 527-3883
DOCKET YOU WISH TO COMMENT ON: APS POWER RATE INCREASE	DOCKET NUMBER E-01345A-03-0437
CASE OR UTILITY NAME ARIZONA PUBLIC SERVICE COMPANY	YOUR POSITION ON THIS DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS JJ9JAI@AOL.COM	

Step 3

ENTER YOUR COMMENTS HERE:

WE HAVE BEEN PAYING \$14.00 MONTH AVG. SINCE 1995, I BELIEVE, FOR SOLAR PARTNERS. THAT'S APPROXIMATELY \$1,500.00, SO FAR. WHAT IS THIS APS REQUESTED RATE INCREASE FOR AND WHY ISN'T MORE, AS IN LOTS MORE, SOLAR BEING IMPLEMENTED INSTEAD OF A RATE INCREASE?

Step 4

*This form may be completed electronically, printed and mailed to:  
Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.  
Phoenix, Arizona 85007; or*

*You may save the completed form and e-mail it as an attachment to:  
mailmaster@cc.state.az.us*