

DOCKET NO. E-01345A-03-0437

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ARIZONA CORPORATION COMMISSIC
UTILITY COMPLAINT FORM

2003 AUG 13 P 2: 1

Investigator: Janie Woller Phone: (602) 542-0821 Fax: (602) 542-2129

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

Opinion No. 2003 - 27872 Date: 8/12/2003

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

Complaint By: First: Carol Last: Perez

Account Name: Carol Perez Home (928) 472-9002

Street: 112 S. Pinecrest Work: (000) 000-0000

City: Pine CBR:

State: AZ Zip: 85441 is:

Utility Company. Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

Ms. Perez called to voice her opinion that she is against that high of an increase for APS. Since some of their production comes from solar panels she doesn't feel they need that high of an increase.

Utilities' Response:

Investigator's Comments and Disposition:

8/12/03 Agreed to write up comments and placed them in APS' official Docket No. E-01345A-03-0437. Closed.

Date Completed: 8/12/2003

Opinion No. 2003 - 27872

Arizona Corporation Commission

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta **Phone:** (602) 542-0819 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 27852 **Date:** 8/12/2003

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

Complaint By: **First:** Jill **Last:** Weaver

Account Name: xxxxx **Home:** (000) 000-0000

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

City: xxxxx **CBR:**

State: AZ **Zip:** xxxxx **is:**

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: N/A **Contact Phone:** N/A

Nature of Complaint:

Customer called stating that she is against the pending rate case for Arizona Public Service Company. She feels they should have stricter regulation on them and feels that the 9.8% is unreasonable and rates are high enough.

Utilities' Response:

N/A

Investigator's Comments and Disposition:

Customer comments noted for the record. CLOSED.

Date Completed: 8/12/2003

Opinion No. 2003 - 27852

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 27804

Date: 8/8/2003

Complaint Description: 04Z Service - Other

Complaint By: **First:** Mark

Last: Oligschlaeger

Account Name: Mark Oligschlaeger

Home (480) 227-0081

Street: 41 E Ashlan ave

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ **Zip:** 85004

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

08/08/03 Customer wanted to voice his opinion as to how APS handles their disconnect process. He was out of town when the notice was mailed, upon his returned his power was off and ruined all items in the fridge. He felt that they should of maybe handled this differently. "What APS did was not right."

Utilities' Response:

Investigator's Comments and Disposition:

08/08/03 Customer was advised of the rules and regulations that APS can ask for a deposit if the customer has been late more than twice in a 12 month period. If the deposit is not paid they can then disconnect the service. I would file his opinion for him in our data base. Close.

Date Completed: 8/8/2003

Opinion No. 2003 - 27804

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua **Phone:** (602) 542-0842 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 27768 **Date:** 8/6/2003

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

Complaint By: **First:** Alma **Last:** Sweeney

Account Name: Alma Sweeney **Home** (928) 282-5321

Street: 130 Schnebly Rd #1 **Work:** (000) 000-0000

City: Sedona **CBR:**

State: AZ **Zip:** 86336 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

08/06/03 Customer opposes the Rate Increase and feels that this is not the time to raise rates. Why is it that the electric companies in Arizona are decreasing and APS is raising them? The commission to take into consideration how the economy is right now.

Utilities' Response:

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Investigator's Comments and Disposition:

08/06/03 Staff instructed the customer that this would be file in the data base system for record purposes. She wanted to share that she was going to tell people to call the commission and voice their opinions too. Close.

Date Completed: 8/6/2003

Opinion No. 2003 - 27768