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file in APS rate case file

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ORIGINAL

ARIZONA CORPORATION COMMISSION RECEIVED
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

2003 DEC 10 A 8:52

Priority: Respond Within Five Days

ARIZONA CORP COMMISSION
DOCUMENT CONTROL

Opinion No. 2003 - 31055

Date: 12/8/2003

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

First:

Last:

Complaint By: Everett E.

Wittig, Jr.

Account Name: Everett E. Wittig, Jr.

Home: (000) 000-0000

Street: 501 Bisbee Road

Work: (000) 000-0000

City: Bisbee

CBR:

State: AZ **Zip:** 85603

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

Customer is opposed to the rate increase requested in docket no. E-01345A-03-0437.

Utilities' Response:

n/a

Investigator's Comments and Disposition:

12/9/03 sent correspondence to customer stating that the letter will placed in the official file for APS docket no. E-01345A-03-0437. Closed

Date Completed: 12/9/2003

Opinion No. 2003 - 31055

Arizona Corporation Commission

DOCKETED

DEC 10 2003

DOCKETED BY *CAR*



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**CORPORATION COMMISSIO
DIRECTOR OF UTILITIES**

Everett E. Wittig, Jr.
501 Bisbee Road
Bisbee, Arizona 85603

November 28, 1993

Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, Arizona 85007-2996

Dear Sirs:

I would like to file a formal complaint against the Arizona Public Service Company, my supplier of electric power.

While the Corporations Commission has granted several rate increases to the Arizona Public Service Company over the last several years, the quality of service especially here in Bisbee has continued to decline. Customers in this area are now experiencing outages of from one second to hours almost daily.

The power has been out for at least one second twice in the last two (2) days. On Wednesday, November 26, there was an interruption at 10:20/PM and again on Friday, November 28 at 2:30/AM. I have traveled to third world countries where the power is more reliable than it is currently in Bisbee, Arizona.

I have purchased literally hundreds and hundreds of dollars worth of uninterruptible power supplies (UPS) to keep various electric powered appliances running during the numerous interruptions that have and continue to occur.

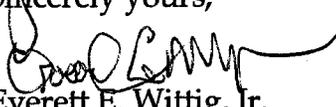
I grew up in the Bisbee area in the 1950s and 1960s. During that time, Arizona Public Service spent money on communities like Bisbee because they were also selling some power to the large corporations like the Phelps-Dodge Corporation, however, now that this industrial base is gone, all of the money is being spent in and around the metropolitan Phoenix area, the "Emerald City". Meanwhile the power infrastructure in the rural service areas is allowed to decay.

I strongly urge the Arizona Corporations Commission to thoroughly investigate the Arizona Public Service Company's records of outages in the Bisbee district and when the inevitable rate increase request is submitted, deny

such request until this company demonstrates a stronger commitment to ALL of it's customers regardless of where they reside.

I, as a consumer have no choice except to purchase electric power from the Arizona Public Service Company or I would certainly vote to change my provider. The only recourse that I have for poor service is your Commission, which can hit the overpaid executives where it hurts them the most, in their, greedy pocketbooks.

Sincerely yours,



Everett E. Wittig, Jr.
501 Bisbee Road
Bisbee, Arizona 85603

COMMISSIONERS
MARC SPITZER - Chairman
WILLIAM A. MUNDELL
JEFF HATCH-MILLER
MIKE GLEASON
KRISTIN K. MAYES



BRIAN C. McNEIL
Executive Secretary

ARIZONA CORPORATION COMMISSION

December 9, 2003

Everett E. Wittig, Jr.
501 Bisbee Road
Bisbee, AZ 85603

RE: ARIZONA PUBLIC SERVICE COMPANY E-01345A-03-0437

Dear Electric Customer:

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

A handwritten signature in cursive script that reads "Carmen Madrid".

Carmen Madrid
Consumer Service Specialist
Utilities Division