

DOCKET NO. E-01345A-03-0437



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ORIGINAL

From: "James Heidt" <jdheidt@earthlink.net>  
To: "Janie Woller" <jsw@util.cc.state.az.us>  
Date: 8/31/2004 5:17:13 AM  
Subject: Re: APS

Thank you for your help. APS did contact me stating they would discuss the problem with their district manager. I told the APS representative that the problem was a corporate management problem as they are the ones responsible for long range planning and budgeting. I did not know that APS was in a rate case hearing at this time. I still would not approve any rate increases until they improve their management. I would still like to see their justification for their present rates as they are still almost double Southern Co's. Incidentally we lost power again last night (fourth time in about a month).

> [Original Message]  
> From: Janie Woller <jsw@util.cc.state.az.us>  
> To: <jdheidt@earthlink.net>  
> Date: 8/24/2004 9:16:42 AM  
> Subject: Re: APS

>  
> 8/24/04 9:14 a.m. Thank you for e-mail regarding the outages you have  
> experienced with your electricity. I have contacted APS and requested  
> the number of outages, that you have experienced since 2003 and the  
> present. When I received their response I will contact you. Your  
> e-mail has been placed in APS' official Docket No. E-01345A-03-0437, for  
> their rate case, so the Commissioners have the opportunity to review  
> your comments before rendering a decision.

>  
> >>> "James Heidt" <jdheidt@earthlink.net> 8/22/2004 6:59:52 AM >>>  
> I am a retired senior engineering manager who worked for Southern Co. I  
> am amazed at how poorly APS is managed. We live in the Village of Oak  
> Creek (a subdivision of Sedona). In the 6 years that we have lived here  
> we have lost power numerous times. Every time we lose power APS comes  
> out (in a couple of hours), fixes that problem and goes home. Within a  
> short period of time another problem develops and we go through the same  
> routine. The outages are obviously due to degraded cables and equipment  
> that needs to be replaced on a wholesale basis instead of piecemeal,  
> which in the long run is more expensive. Additionally APS's rates are  
> ridiculous. This again is most probably due to poor management. Southern  
> Co. has 6 nuclear units with an average production cost of probably less  
> than \$0.05/kw. How does Palo Verde compare to that? Southern Co. imports  
> coal for their fossil units primarily from the west (Wyoming for  
> example) yet their production costs are in the 3 to 4 cent per kw range.  
> I don't see how you can justify any rate increases for APS until they  
> straighten out their management problems. Sincerely, Jim Heidt

>  
>  
> James Heidt  
> jdheidt@earthlink.net  
> Why Wait? Move to EarthLink.

> =====  
> This footnote confirms that this email message  
> has been scanned to detect malicious content.

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