

file in Dkt No. E-01345-03-0437

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

4700

Priority: Respond Within Five Days

Opinion No. 2004 - 39546

Date: 11/1/2004

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Nell

Faulkner

Account Name:

Nell Faulkner

Home: (480) 203-8085

Street:

309 W. Wilshire

Work: (000) 000-0000

City:

Mesa

CBR:

State:

AZ Zip: 85201

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

Opposed to rate increase. The call started with question on ESP providers. Then the customer states that she wanted to voice her opinion regarding APS. She feels that APS has inadequate service, they have outdated equipment especially when meter readers have to actually come up to the meter to read it. She feels that they are already charging too much. She has tried getting on various plans offered by APS and none seem to work for her.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I informed caller that there was no competition for electric services. Then I told her that I had taken her opinion and that they would be filed in the rate case matter. To be filed in Docket No. E-01345-03-0437

End of Comments

Date Completed: 11/1/2004

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Arizona Corporation Commission
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