

ORIGINAL



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Janie Woller

Phone: (602) 542-0821

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 46470

Date: 8/24/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Carol

Horton

Account Name: Independent Order of Odd Fellows

Home: (000) 000-0000

Street: 221 E. Mahoney

Work: (928) 289-4838

City: Winslow

CBR:

State: AZ Zip: 86047

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Ms. Horton called regarding the increase of their non-profit organization's (Independent Order of Odd Fellows acct. # 001380282) electric bills. Ms. Horton says that they are on the E-32 rate and this organization doesn't meet everyday and it is getting to the point where it is getting difficult to afford the electric bills. Ms. Horton says she has called APS several times and is always told this is the only rate available to them. Ms. Horton also wants the Commission to know that they are against the surcharge that is being requested. Is account # 001380282 on the best rate for them?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/24/05 4:20 p.m. E-mailed to APS.

8/26/05 12:23 p.m. Angela Allison (APS) called and said that the E-32 rate was the only rate available to them.

12:47 p.m. Called Ms. Horton and informed her of APS' response and that I will place her comments that she is against APS' request for a surcharge. Copies given to Docket Control to be placed in Docket No. E-01345A-05-0526. Closed.

End of Comments

Date Completed: 8/26/2005

Opinion No. 2005 - 46470

Docket No. E-01345A-05-0526

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Janie Woller

Phone: (602) 542-0821

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 46438

Date: 8/23/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Bob

Schnupp

Account Name: Bob Schnupp

Home: (602) 944-0967

Street: 2501 W. Aster Dr.

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85029

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Mr. Schnupp called to let the Commissioners know that he is against APS' requested surcharge and APS' net profit should be looked at.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/23/05 Agreed to enter Mr. Schnupp's' comments into our database for the record and them placed in APS' official Docket No. E-01345A-05-0526. Closed.

End of Comments

Date Completed: 8/23/2005

Opinion No. 2005 - 46438

DOCKET No. E-01345A-05-0526

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 45783

Date: 7/28/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: John

Wolowicz

Account Name: John Wolowicz

Home: (602) 482-6115

Street: 1945 E. Campobello Drive

Work:

City: Phoenix

CBR:

State: AZ Zip: 85022

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Consumer against rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 7/28/2005

Opinion No. 2005 - 45783

Docket No. E-01345A-05-0826

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Janie Woller

Phone: (602) 542-0821

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 46437

Date: 8/23/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charles

Zellers

Account Name: Charles Zellers

Home: (623) 412-0864

Street: 10955 N. 79th Ave. #110

Work: (000) 000-0000

City: Peoria

CBR:

State: AZ Zip: 85345

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Mr. Zellers called to say he is against the surcharge APS is requesting.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/23/05 Agreed to enter Mr. Zellers' comments into our database for the record and them placed in APS' official Docket No. E-01345A-05-0526. Closed.

End of Comments

Date Completed: 8/23/2005

Opinion No. 2005 - 46437

Docket No. E-01345A-05-0526

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 46442

Date: 8/24/2005

Complaint Description: 08Z Rate Case Items - Other

First:

Last:

Complaint By: L. Vincent

Majestic

Account Name: L. Vincent Majestic

Home: (000) 000-0000

Street: 15581 West Maui Lane

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip: 85379

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****DOCKET # E-01345A-05-0526****

Received following correspondence copied to ACC -

Letter to Jack Davis, President and CEO of APS
Dated August 19, 2005
From L. Vincent Majestic
15581 W. Maui Lane
Surprise, AZ 85379

Dear Mr. Davis,

I am today in receipt of the attached signed letter from you in which you appear to offer some feeble reasoning as to why you are entitled to raise my electric rates and how it will last for two years. If I perceive your motivations correctly, you have failed miserably inasmuch as you profess and desperately need to rewrite your letter to speak the truth to include your shareholders interests.

Now I realize that you personally probably had little, if any, participation in the authorship of the document you signed as it was likely a result of computer generation as evidenced in the "bullshit" lingo and unconvincing concern for the customer. As you detailed the "stubbornly high" fuel prices or the "soaring cost of gasoline at the pump" and proffer these fiscal limitations as justification for you to be further compensated above and beyond already inflated electricity prices, did you forget that we "the customers" are also subject to those same higher prices? Where do we write a letter to get some relief? How can we just arbitrarily snap our fingers and demand more revenues to cover our increased expenditure? Think about it.

Why can't you tell the truth? What positive changes are expected to take place over the next two years that are going to make this 2.2% so-called "temporary" surcharge disappear? As for your rates being lower than they were in 1991, I'm certain that has everything to do with the crisis during the Gulf War I and your over-

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

manipulation of the of consumer price index costs naturally adjusted for inflation. When you take away the mumbo-jumbo and rhetorical insincerity, it's just a bold face lie. We have never seen anything near a \$300.00 a month electric bill in all the time we've lived in Arizona (1986) until last month (\$330.61).

My wife and I survive on my Social Security disability check with is \$915.00 a month. Our mortgage is \$745.00 a month. Our medical coverage is state funded along with Medicare and we receive 160.00 a month stipend in food stamps. Even if, as you imply in your letter, the average cost per month for residential customers would "add about \$2.74" to the bill, who do you think personally can better afford the spiraling costs of transportation - APS or us? Incidentally, when we do have to leave the house to keep doctor's appointments, it's a sixty-mile journey from here to there and back. Why don't you try sleeping on that?

L. Vincent Majestic

CC: Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the UCF record and filed with the Docket in this matter.
End of Comments

Date Completed: 8/24/2005

Opinion No. 2005 - 46442
