



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: (602) 542-0819

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 46374

Date: 8/22/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mr. & Mrs. Mario DiLullo

Account Name: Mr. & Mrs. Mario DiLullo

Home: (847) 381-2755

Street: 15 Buckhorn

Work: (000) 000-0000

City: Barrington

CBR:

State: IL Zip: 60010

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith

Contact Phone: (602) 250-2162

Nature of Complaint:

Customers reside at 9148 E Wincomb, Scottsdale, AZ 85260 are classified as residents and sent the following attached correspondence to the Commission:

Though we were told that APS WOULD NOT send a letter to us to further disclose E32, but a brochure would be sent to us instead, we are writing you to say that we feel that this notice by APS may be a step toward further charging residences as well as out of town (out of state also) additional monies to up the annie, so to speak. When we discussed this with "supervisor" Debra (would not give her last name), said "when the time comes APS will send out additional info".

Mr. La Porta, this letter/fax to you is in additional to our phoning ACC advocate relating to our recent monthly bill from APS. As of last month, APS is itemizing the billing, which is good, though we still feel APS is double dipping. We appreciate your help. Ms. Debra was a pleasant person also who we spoke with at APS.

Sincerely, Mr. and Mrs. Mario R. DiLullo

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

ACC faxed correspondence to Melissa Smith at APS for her opinion on this matter. Ms. Smith feels the customers feel that their rate would go up because of being a non-resident (which they are not) and they were just stating their opinion on APS's application for approval of a power supply adjustor surcharge.

ACC called customer back and Mr. DiLullo confirmed that what he was talking about. I advised him I document his opinion for the record and place a copy in Docket No. E-01345A-05-0526.

End of Comments

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