

E-01345A-05-0816

**ORIGINAL** ARIZONA CORPORATION COMM  
UTILITY COMPLAINT FORM



Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

4700

Priority: Respond Within Five Days

Opinion      No. 2006 - 49243

Date: 1/12/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:      Tom

Buckingham

Account Name:      Tom Buckingham

Home: (000) 000-0000

Street:      [REDACTED]

Work:

City:      [REDACTED]

CBR:

State:      AZ      Zip: 85053

is:

Utility Company.      Arizona Public Service Company

Division:      Electric

Contact Name:      For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

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Received following e-mail from customer -

I have observed that APS has sufficient extra moneys that they frequently advertise on television their "The Power to Make it Happen" ad's. These ad's sell nothing and seem to be directed to we consumers that have no choice of electric utilities except APS. They do not encourage usage or conservation. Just ego ad's. These ad's have run for an extended period of time, several times a day and usually at the expensive evening viewer hours. They seem to be pointless and boring.

My income is fixed, my natural gas also is becoming more expensive. My solution has to be to become more efficient.

I hope you consider APS's wasteful spending practices in your review.

Thank you.

Tom Buckingham  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED  
2006 JAN 12 P 3:31  
AZ CORP COMMISSION  
DOCUMENT CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Responded with following e-mail -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response.

Your comments will be entered into the Docket in this matter and will become part of the permanent record. All 5 Commissioners will receive copies of your comments.

Thank you for taking the time to let the Commissioners know your thoughts.

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 1/12/2006

Opinion No. 2006 - 49243

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