

File in Dkt No.
E-01345A-05-0816

ORIGINAL



0000035085

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 48112

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Donald

Burgess

Account Name: Donald Burgess

Home: (602) 791-3314

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: donald.burgess@us.ibm.co

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Donald R Burgess [mailto:donald.burgess@us.ibm.com]
Sent: Saturday, November 05, 2005 2:25 PM
To: Utilities Div - Mailbox
Subject: APS rate increase - please vote no.

A 20% rate increase for electricity is ridiculous, especially on the heels of the 4.25% rate increase earlier this year. That's 25% in a single year. Do you realized that the average consumer's salaries have gone up on 4-5% in the past 4 years.

An increae of few percent/year is acceptable for a utility that has no competition. 25% in one year is not. Please vote against this measure.

Don Burgess
(602) 791-3314
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

RECEIVED
2005 NOV 10 A 11: 50
AZ CORP COMMISSION
DOCUMENT CONTROL

Date Completed: 11/8/2005

Opinion No. 2005 - 48112

File in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48195

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Gwyn

Shippy

Account Name: Gwyn Shippy [REDACTED]

Home: (000) [REDACTED]

Street: N/A

Work: (000) 000-0000

City: N/A

CBR:

State: N/A Zip: N/A

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION. CUSTOMER WRITES:

I just received a letter from APS stating that they filed for fuel price adjustments of 20% with the Arizona Corporation Commission.

I am just checking ..is there any place I can complain about this extreme increase?

Thank you for your time.

Gwyn Shippy

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

ACC spoke to the customer and advised her that I would write up her comments for the record and place a copy in the docket file. CLOSED.

End of Comments

Date Completed: 11/10/2005

Opinion No. 2005 - 48195

File in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48183

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sandra J.

Mandrell

Account Name: Sandra J. Mandrell

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: 85308

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent following e-mail to the Commission -

I read where APS is going to raise our utility bill 20%. My husband and I both teach school in [REDACTED] Az. The gasoline to get to work is killing us! Also, we did not get a pay raise this year, the school froze pay raises. In fact, we received \$800. less each or \$1,600. together on our 301 money this year! How are we supposed to be able to pay a 20% increase on our APS?

Mrs. Sandra J. Mandrell

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed:

Opinion No. 2005 - 48183

File in doct no
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 512-0000

Fax: (602) 512-0000

Priority: Respond Within Five Days

Opinion No. 2005 - 48169

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Bob

Rogers

Account Name:

Bob Rogers

Home: (602) 000-0000

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Customer is opposed to the 20% rate increase. Why don't APS upper management take a 20% cut in pay instead.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/9/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48169

File in Dkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48168

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Tom

Behling

Account Name: Tom Behling

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Customer is opposed to the rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/9/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48168

File in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48161

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Creighton J.

Tevlin Jr.

Account Name: Creighton J. Tevlin Jr.

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: 85222

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-05-0816

Consumer against rate increase and expenses regarding protional advertising regarding rate case.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48161

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48165

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Sheila

Vance

Account Name:

Sheila Vance

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Surprise

CBR:

State:

AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer called to say she is opposed to the proposed 20% rate increase. Customer says it would be hard for disabled people on a fixed income and no opportunity to increase that income to pay their electric bill if this increase was approved.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer that her comments would be entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48165

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48158

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Darlene

Stephens

Account Name: Darlene Stephens

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85254

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer called to voice her opinion about the proposed 20% rate increase. Customer is opposed to a 20% rate increase. She feels it is too much.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer advised her comments will be entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48158

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton [REDACTED] [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48153

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Andrew

Miska

Account Name: Andrew Miska

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85032

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-05-0816

Consumer feels 20% rate increase is to high.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48153

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48132

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Roberta

Brackemyre

Account Name:

Roberta Brackemyre

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR:

State:

AZ

Zip: 8537500000

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-05-0816

Consumer is against rate increase, feels electric increase is too high.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48132

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48131

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Michael

Ferguson

Account Name:

Michael Ferguson

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Cottonwood

CBR:

State:

AZ Zip: 86326

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-05-0816

Consumer is against rate increase, feels electric increase is too high.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48131

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48130

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charles

Greer

Account Name: Charles Greer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: 85323

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-05-0816

Consumer is against rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48130

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48131

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Michael

Ferguson

Account Name: Michael Ferguson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Cottonwood

CBR:

State: AZ Zip: 86326

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-05-0816

Consumer is against rate increase, feels electric increase is too high.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48131

File in E-01345A-05-0876

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 712-9919

Fax: (602) 512-1100

Priority: Respond Within Five Days

Opinion No. 2005 - 48140

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Joe

Urshan

Account Name: Joe Urshan

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer is totally against APS' request for a 20% increase in rates. He does not see or agree with it all.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and place a copy in the docket. CLOSED.

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48140

FILE IN DOCKET E 01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) [REDACTED] 9

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48137

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Debby

Pirkowski

Account Name: Debby Pirkowski

Home: (602) [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Glendale

CBR:

State: AZ Zip: 85308

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice her displeasure with APS' proposed rate increase. She feels its unfair, and feels customer should not be responsible for problems with Palo Verde. She thinks 20% is way too high of a request.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up comments and place a copy in the docket file. CLOSED.

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48137

FILE W-DOCKET E-0134CA-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48138

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Joanne

Kennedy

Account Name: Joanne Kennedy

Home: [REDACTED]

Street: [REDACTED] y

Work: [REDACTED]

City: Gilbert

CBR:

State: AZ Zip: 85234

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice her displeasure with APS' request for a 20% increase in rates. She feels that the letter informing customers of the proposed rate increase is a lie, as the company just got an increase earlier this year. She states that her household has done everything to cut costs on their part, so any raise in rates is unfair. She feels a 20% increase would result in a about \$50 more a month. She feels that they are hostage to the electric company, since there the only company that can service their area.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and place a copy in the docket. CLOSED.

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48138

File in Docket No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48058

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Thomas

Czyz

Account Name:

Thomas Czyz

Home: ([REDACTED])

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR:

State:

AZ [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Customer is opposed to the 20% rate increase that has been requested by APS. This is absolutely insane.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/7/05 Opinion filed in APS rate application docket E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48058

Filed in Docket No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48059

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

John

Lamke

Account Name:

John Lamke

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR:

State:

AZ [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Consumer is opposed to the rate increase requested by APS. They already got 7% last year and not they want 20%. He is a senior citizen that on a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/7/05 Comments taken and filed in docket no. E-01345A-05-08

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48059

File in Dkt no
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: ([REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48118

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Roger

Weinberger

Account Name:

Roger Weinberger

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR: [REDACTED]

State:

AZ

Zip: 00000

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Roger Weinberger [mailto:[REDACTED]]
Sent: Friday, November 04, 2005 5:44 PM
To: Utilities Div - Mailbox
Subject: APS RATE INCREASES

THIS IS ALL TOO FAMILAR APS ASKS FOR AN UNBELIEVABLE RATE INCREASE, SO THAT IF THEY GET HALF OF WHAT THEY ARE ASKING 20 TO 25 PERCENT EVERYONE WILL THINK THE COMMISSION IS DOING A GREAT JOB IF WE ONLY GET RIPPED OFF FOR A TEN PERCENT INCREASE.....I HOPE APS DOES NOT GET AWAY WITH THIS ROBBERY.....THE WILD WEST DAYS OF JESSE JAMES AND CO. ARE OVER. HOPEFULLY THE PUBLIC WILL BE ABLE TO VOICE THEIR PROTESTS AGAINST THIS PROPOSED RATE INCREASE.

YOURS TRULY, ROGER WEINBERGER
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48118

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48064

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: David

Wall

Account Name: David Wall

Home: [REDACTED]

Street: N/A

Work: [REDACTED]

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice his displeasure with APS and its filing for an increase. He hopes the Commissioners look at this case very carefully.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that his comments would be taken down and put into the docket. CLOSED.

End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48064

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48021

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Kathleen

Croll

Account Name: Kathleen Croll

Home: [REDACTED]

Street: N/A

Work: [REDACTED]

City: Gilbert

CBR:

State: AZ Zip: 85233

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice her displeasure with APS' request for a 20% increase in rates. She as customers, our employers do not give us an increase that high. She says if the rate increase is approved, she will not pay it and take APS to court.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and place a copy in the APS docket. CLOSED.

End of Comments

Date Completed: 11/4/2005

Opinion No. 2005 - 48021

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48027

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Thomas

Long

Account Name: Thomas Long

Home: [REDACTED]

Street: N/A

Work: [REDACTED]

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice his opinion against APS' proposed 20% rate increase. He simply does not like it one bit.
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and placed in the docket for APS's rate case. CLOSED.
End of Comments

Date Completed: 11/4/2005

Opinion No. 2005 - 48027

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 448-1419

Fax: (602) 448-1419

Priority: Respond Within Five Days

Opinion No. 2005 - 48020

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Angel

Burns

Account Name: Angel Burns

Home: (602) 700-0000

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85364

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to say that she is against APS's request for a 20% rate increase.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and place a copy in the company's docket. CLOSED.

End of Comments

Date Completed: 11/4/2005

Opinion No. 2005 - 48020

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 512-1111

Fax: (602) 512-1111

Priority: Respond Within Five Days

Opinion No. 2005 - 48019

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Mark

Bons

Account Name:

Mark Bons

Home:

Street:

[REDACTED]

Work:

City:

Tempe

CBR:

State:

AZ

Zip: 85285

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Customer called to voice his opinion about APS's latest request for a rate increase. He feels that their pricing is very unstable, not like SRPs. He feels until they prove their stability, they should not be allowed this increase.
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and enter them into the pending rate application docket.
CLOSED.

End of Comments

Date Completed: 11/4/2005

Opinion No. 2005 - 48019

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 254-2222

Fax: (602) 254-2222

Priority: Respond Within Five Days

Opinion No. 2005 - 48054

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Hubert

Last: Fox

Account Name: Hubert Fox

Home: (602) 254-2222

Street: 20 [REDACTED]

Work: (602) 254-2222

City: Phoenix

CBR:

State: AZ Zip: 85032

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: F [REDACTED]

Contact Phone: (602) 254-2222

Nature of Complaint:

Customer called to say he is against the pending rate increase for APS. He mentioned that we gave the company a rate increase once when they built Palo Verde, but does not think the ACC should do it again.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Advised customer that his comments would be written down and put into the docket. CLOSED.
End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48054

E-013 45A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48055

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Josh

Fleenor

Account Name: Josh Fleenor

Home: (602) 705-7000

Street: [REDACTED]

Work: (602) 900-0000

City: Glendale

CBR:

State: AZ Zip: 85306

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: (602) [REDACTED]

Nature of Complaint:

Customer called to say that he is against the pending rate increase for Arizona Public Service Company.
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and place a copy in the docket file. CLOSED.
End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48055

E- 01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48037

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Steve

Austin

Account Name: Steve Austin

Home: [REDACTED]

Street: N/A

Work: [REDACTED]

City: Scottsdale

CBR:

State: AZ Zip: 85254

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice his opinion. He says he is against the rate increase request by APS, and feels that 20% is definitely out of line.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Customer was advised that his comments would be written up and a copy placed in the APS docket. CLOSED.

End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48037

File in Dkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48087

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Dawn

Miller

Account Name: Dawn Miller

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Miller, Dawn [REDACTED]

Sent: Monday, November 07, 2005 1:50 PM

To: Utilities Div - Mailbox

Subject:

I am not at all for the rate increase for APS. It is bad enough I can barely afford my utilities now, much less with a 26 % increase. I am currently on the equalizer plan and pay \$147.00 a month. My dryer is gas and when I leave the house I turn my a/c up to 84 degrees. When we are home it is turn down to 81 degrees. As soon as it became cool in the mornings I started opening my windows. If you allow this increase it will take my bill to \$186.00 a month. That tells me I will have to cut corners somewhere else. Which is food because my mortgage, phone, water, gas of insurance is not going to allow me to decrease them by 40 a month. Please do not allow this to happen.

Sincerely

Dawn Miller

Concerned citizen

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

File in Dkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Priority: Respond Within Five Days

Opinion No. 2005 - 48099

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Sam

Weathersby

Account Name:

Sam Weathersby

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

State:

AZ Zip: 00000

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Sam Weathersby
Sent: Monday, November 07, 2005 12:13 PM
To: Utilities Div - Mailbox
Subject: APS

Dear Commissioners: Please vote against the proposed rate increase by Arizona Public Service. Such a large increase would be devastating for those of us with small incomes. I prefer light bulbs to candles and I would guess most other folks do also.

Thank you!

Sam Weathersby

End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48099

File in Dkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48097

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Elizabeth

Henderson

Account Name: Elizabeth Henderson

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Liz Henderson [mailto:[REDACTED]]
Sent: Monday, November 07, 2005 12:57 PM
To: Utilities Div - Mailbox
Subject: aps rate hike

As a citizen of Phoenix, AZ, I wish to express my opinion of the outrageous request that APS has put in for the 20% plus rate hike..Who do they think they are?? It is obvious there is money mismanagement going with them, in which should be explored. Their problems at Palo Verde is just that "THEIR" problems and not mine, the consumer. I hope you will DENY emphatically the ridiculous request of their's and make them responsible for their own actions now and in the future...Thank you

Elizabeth Henderson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48097

DOCKET# E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48178

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Alex

Shvarts

Account Name: Alex Shvarts

Street:

Work: (000) 000-0000

City:

CBR:

State:

AZ

Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

11/09/05 *****E-01345A-05-0816*****

Mr. Alex Shvarts wanted to voice his opinion on the APS 20% to the Proposed Rate Increase and would like to also oppose it. He would like to see competitive services with electric the deregulation. If he had a choice as to whom would provide him with electric services he would switch. "DO NOT APPROVE THIS HIGH INCREASE."
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/09/05 Comments were noted for the record and copies were made and file with Docket Control.

*****E-01345A-05-0816*****

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48178

PLEASE FILE IN 01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48196

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Beth

Hoffert

Account Name:

Beth Hoffert

Home: [REDACTED]

Street:

N/A

Work: [REDACTED]

City:

N/A

CBR:

State:

N/A

Zip: N/A

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION. CUSTOMER WROTE:

To Whom It May Concern,

Today I receive a letter from APS stating that they were asking you for a 20% raise in how much I pay to have electricity, plus the 1.7% they already got to cover fuel costs. They state it is all to blame on fuel costs and them wanting to grow. I am concerned about this. I also have to pay more for fuel, but I can not ask for more money to pay for it. I already do everything I can to keep my costs down. I don't use heat during the winter, I keep my air at 85 degrees when I am home and off when I am gone, I don't use lights unless I have to, and use all my major appliances at night. I do not make a lot of money to just use. To increase my lowest bill would mean \$10 to \$15 dollars a month and during the summer, when my bills will go up over \$20, I do not have income because I am a teacher. To you that might not be much, but when you go 2 months with no paychecks coming in, it can mean the difference between food or not.

Also, I have no choice with this. I have to have electricity and I have to use APS. It is not like if I had cable and they decided to raise the cost each month by 20%. I could them decide to keep it or get rid of it. If APS truly needs more money, why wait till now to ask for such a huge raise. I am also concerned that this is tied to the Palo Verde incident. If that problem has been there since it was built, why should I pay for it. I was a child then and did not even live here. I would also be interested to see how much profit they made this last year. I understand there is nothing I can do to change this, but I want my opinion know. I have been happy with APS till now.

Beth Hoffert

End of Complaint

Utilities' Response:

N/A

End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Customer comments noted for the record and placed in the docket. CLOSED.

End of Comments

Date Completed: 11/10/2005

Opinion No. 2005 - 48196

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48167

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: H. Diane

Edwards

Account Name: H. Diane Edwards

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Chino Valley

CBR:

State: AZ Zip: 86323

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following e-mail to the Commission -

I plead with you to not approve this 20% increase that Arizona Public Service has requested. This is too much. The common Arizona Tax Payer/Worker can't afford this. Many of us are caught in between of having too much income to qualify for help, but not having enough to pay this.

It isn't reasonable to me for this large of an increase. If my wages went up to accommodate this large increase I probably wouldn't yell as loud, but with Natural Gas out of sight and now electric, what is next. I can't even put the words down to express how AFRAID I am at these increases. Maybe we will become an area like New Orleans with poverty higher than it should be.

It is going to happen to us in Arizona unless something gives.

If an increase is absolutely warranted, then by means approve one, but not 20% at this time.

Thanks for your time.

H. Diane Edwards

[REDACTED]
Chino Valley, AZ 86323

Have a great day!
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48167

E - 01345A - 05 - 0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48166

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Barbara

Fike

Account Name: Barbara Fike

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Prescott Valley

CBR:

State: AZ Zip: 86314

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following e-mail to the Commission -

Gentlemen:

Just got through reading 178 page court case. Oh well!

Just got the letter from APS asking for a 20% increase. I like to make a profit just like the next guy, but 20% increase seems unreasonable and unjustified on an on going basis. They say fuel costs are 2/3rds of the request for increase.

OK. When the costs go down as they will, will the 2/3rds of the cost to the public be withdrawn and we will be given benefit of these lesser costs of fuel?

We both know the answer to that question. All of the businesses and corporations have used the fuel increases to increase the cost of everything. Will the costs go down after the fuel goes down. We both know the answer to that.

I think this is an excuse for APS to get on the band wagon and raise the rates and receive the profits like the gasoline companies.

Is it possible for the Commission to grant the 2/3rds increase on a temporary basis and as soon as the costs of fuel go down to give this reduction back to the public? What do you think? Is this an unreasonable request?

Barbara Fike [REDACTED]

Prescott Valley, AZ 86314

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/9/2005

Opinion No. 2005 - 48166

File in Docket No.

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Priority: Respond Within Five Days

Opinion No. 2005 - 48105

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Dennis & Sandra Last: Ettmueller

Account Name:

Street:

City:

State:

AZ

Zip:

Work: (000) 000-0000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Sandy and Denny [mailto:]
Sent: Sunday, November 06, 2005 4:17 PM
To: Utilities Div - Mailbox
Subject: Increased Rates from APS

Dear AZ Commissioners:

We just received the letter from APS notifying us that they were going to be raising our electrical rates due to their increases for fuel prices. My husband and I, as I am sure many other Arizonian's are very disturbed by this message. We, also, have suffered at the pumps during this time with the high prices of gas, unfortunately, our employers have not given us a raise to cover the extra cost of our going and coming to work. APS is employed by us to deliver our electricity, we do not have a choice in the matter and if we did, we would change our service company. This is somewhat of a monopoly and so we are held literally over the "barrel" for them to increase their revenues when we cannot increase ours but still have to pay our increased prices at the pump and pay APS's. This circumstance is just too bad for APS and they should be made to deal with the situation as we all have being that no one in the government has tried to step up and help all of us during this very inflationary time at the pumps. They must have to have saved for a rainy day to cover this increase with the blanket \$15.00 service charge that they tack onto our bills every month and no one at APS can or will explain what the fee is and why we are charged with it every month. The increase that they are requesting is ABSOLUTELY RIDICULOUS!!! Again, we wish we could give this same proposal to our employers for our increase of fuel to go and come to work. Think about the senior citizens that are truly on a very FIXED INCOME and it is getting smaller all of the time because of the increases they are facing with this unheard of increase from APS. As it is now, some don't buy food because of the increase of their prescriptions and now this will place another severe handicap on their monthly income. Everyone that this would affect cannot stand to pay the higher percentages that APS is requesting. It has to stop somewhere and we are urging you to protect the citizens that you represent in Phoenix and the surrounding areas. DO NOT let this pass...we URGE you to really consider what they are going to do to the people of Arizona.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

You are elected officials and you need to stop and think who you are representing and trust me, all of your constituents will be watching the outcome of this proposal.

Sincerely,

Dennis and Sandra Ettmueller



End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48105

File in Pocket No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Priority: Respond Within Five Days

Opinion No. 2005 - 48104

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Jerry & Lilia** **Leavitt**

Account Name: Jerry & Lilia Leavitt

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Jerry Leavitt
Sent: Monday, November 07, 2005 7:38 AM
To: Utilities Div - Mailbox
Subject: APS Proposed 20% Increase

Arizona Corporation Commission -

I agree APS may require a rate increase to cover increased costs for natural gas, however I am appalled and shocked by the amount they are planning to request. As a resident of Phoenix for over 30 years, I have already paid my fair share of infrastructure costs. The cost of extending service out to the new growth should be the burden of those who choose to move and live in the outlying areas. The amount that existing customers should be asked to pay are for the costs directly related to increased fuel costs.

The \$400+ million APS is asking for needs to be divided out by (1) actual fuel costs and (2) additional infrastructure costs to provide service to the outlying areas to which APS provides service.

Arizona is a desirable place to live. Of course, that is why many people are relocating to Phoenix from other parts of the U.S. Unfortunately for those who move to Arizona, an additional cost of their decision is higher utility costs borne by the increasing cost to deliver the service.

Please place the burden on APS to identify and separate the costs of fuel and infrastructure and only allow the increase of rates that is fair and appropriate. The message to new residents and or those choosing to move to more affordable housing is there are unfortunate higher costs to living in those areas not currently or not adequately served by APS.

Thank you.

Jerry & Lilia Leavitt

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48104

File in Docket No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48102

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Susan & James

Smith

Account Name: Susan & James Smith

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Susan & James Smith [REDACTED]
Sent: Monday, November 07, 2005 8:18 AM
To: hearingsdiv@cc.state.az.us
Cc: Utilities Div - Mailbox; aps@aps.com; jhjaharper@msn.com
Subject: Bright Arizona Future Response--Letter opposing APS electrical rate increases

November 7, 2005

Dr. James Smith
[REDACTED]

Arizona Corporation Commission-- Hearings Division

Mail Station 8516
P.O. Box 53999
Phoenix, AZ 85072-3999

To Whom It May Concern:

My name is Dr. James Smith and I built my house and live in Surprise, AZ. I am writing because I am opposed to the 20% electrical rate increase filed by APS and noticed to their customers in a letter from Mr. Jack E. Davis (November 2005--received 11/4/05). This letter also indicates a further increase of possibly 5% more in April 2006 for PaloVerde-related expenses. Not only am I opposed to the initial 20% increase, I am opposed to any carte blanche-like increases (i.e., PaloVerde-related expenses).

When I decided to move and live in Arizona from California, I designed and built my house in 1999 to be take full advantage of the "energy saving" technology available at that time. My home is 3,500 sq. ft. It has 6" solid foam

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

walls (R40 +), my ceilings are insulated with R38 insulation with a 1" foam roof for an additional R40+. I chose the highest seer rated heating and cooling units available and have 5 controllable zones in my house. Our windows are double-paned and Argon gas-filled. Many of these features cost more than "usual construction", but my first and foremost concern was to build a house that was ENERGY-EFFICIENT! I had a fair amount of trouble with the City of Surprise building department as some of these were new to them and they were reluctant to allowing them. After additional engineering costs I prevailed and all these features have paid off in reduced energy bills.

If I may use a metaphor, I am wondering why APS and perhaps the ACC expects me to pay for the mindless, energy-wasting construction used in the straw houses being built by the three little pigs throughout Arizona without any concern for the environment of energy efficiency? Why hasn't either agency made a concerted effort to get state legislation to impose energy-saving construction technology on the all builders (commercial and otherwise)? Why aren't city building departments setting standards for and requiring documentation of energy saving building materials on all residences?

With the looming increase in Arizona's population and the accompanying building glut, it is way past time for government agencies to wait for voluntary implementation of energy-saving building technology. Standards must be established and enforced so that residences are built around an energy and environment-saving shell; an energy bunker!

Please forward this message to the appropriate party if this addressee is not the correct one for this concern. Thank you.

Sincerely yours,
Dr. James Smith, Ph.D.

Cc: Arizona Corporation Commission, Utilities Division

APS, Bright Arizona Future Response

State Senator Jack Harper
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48102

File in Wkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Priority: Respond Within Five Days

Opinion No. 2005 - 48101

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Ila

Allredge

Account Name:

Ila Allredge

Home: (000) 000-0000

Street:

City:

State:

AZ

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Ila Allredge
Sent: Monday, November 07, 2005 9:26 AM
To: Utilities Div - Mailbox
Subject: APS

As an APS customer, who as you know, has no choice in where my electric service comes from, I am extremely disturbed over the letter I received from APS' CEO advising their customers that between now and April 2006 they are asking for an approximate 26.7% rate increase between now and April 2006. According to the letter, it is your office who approves or disapproves these rate increase requests.

I hope consumers have some voice in this decision, and if so, I strongly urge you to give APS a big "thumbs down" on this huge rate increase. I understand that rates need to go up, but nearly 27% in a year's time? There are most certainly going to be some elderly and poor who die next summer if these rate increases are all approved, and those deaths will fall right at APS' doorstep.

I pray that the Corporation Commission does not allow this to take place.

Thank you.

Ila Allredge

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48101

File in Dkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid [REDACTED] [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48100

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Victor Last: Hartline

Account Name: Victor Hartline

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

State: AZ [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Victor Hartline [REDACTED]
Sent: Monday, November 07, 2005 11:20 AM
To: Utilities Div - Mailbox
Subject: APS 20% increase proposal

Dear Sir/Madam,

Could you please send information on the APS proposal to increase electricity consumer cost by over 26.7% in the next six months??

Is there a formal appeals process to follow?

My company recently received letter from APS, informing us of this request for increase, and from a business standpoint this increase would greatly effect our budgetary allocation for this fiscal year. Additionally, since 1952 there has never been an approved increase of such magnitude.

Thank you in advance for your assistance on this matter.

Sincerely,

Mitsui Components (U.S.A.), Inc.
Victor Hartline

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48100

Filed in Dkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2005 - 48094

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Anthony Berg

Account Name: Anthony Berg

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zi [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: tony.berg@cox.net [mailto:[REDACTED]]
Sent: Monday, November 07, 2005 1:20 PM
To: Utilities Div - Mailbox
Subject: No to APS Rate Increase

Hello,

As an APS customer I believe that APS should get more serious about conservation during peak hours and offer an off-peak plan similar to SRP's. Their current 9-to-9 peak hours, for residential customers, is nowhere close to the noon to 8PM plan that SRP offers. If they are granted a new rate increase, it should come with a better, energy conserving time-of-use plan that matches SRPs.

I was encouraged to find the following paragraph listed in their time of use Rate Schedule ET-1 (<http://www.aps.com/images/pdf/et-1.pdf>):

OPTIONAL TIME PERIODS - PILOT PROGRAM

The customer may choose one of the following On-Peak time periods in lieu of the Company's standard On-Peak time period:

7 a.m. - 7 p.m. Monday through Friday

8 a.m. - 8 p.m. Monday through Friday

A maximum of 10,000 customers will be allowed to participate in this pilot program. The program will be applicable to both Rate Schedule ECT-1R and Rate Schedule ET-1. Customer participation will be subject to meter availability and work schedule constraints.

However, I inquired back in June 2005 about my interest in the 7-to-7 option and they have not responded to my request. (See attached communication). I would be happy to switch to this option, or even happier if they offered noon-to-8PM peak hours like SRP does.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,
Anthony berg



End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48094

File in Wkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48091

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Deborah

Beaver

Account Name: Deborah Beaver

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: [REDACTED]

Sent: Monday, November 07, 2005 1:21 PM

To: Utilities Div - Mailbox

Cc: [REDACTED]

Subject: APS rate increase

To whom it may concern, I recently received a letter from Arizona Public Service stating that they are going before you to request a 20% increase in addition to a 5% and future 1.7%. I want you to know that I feel this is entirely unreasonable request. It is also unwarranted! How many people do you know that get a 26.7% increase in 1 year or 5 combined? I don't know what they are spending their money on, but it sure isnt us. I have had increased costs due to the gas prices and related consumer services that are affected by the rise in gas prices. I don't get to go to anyone and pass that cost on. APS shouldn't be allowed to either. Like the rest of us APS needs to learn to cut their budget, conserve on unnecessary expenses and trips. THEY NEED TO SLIM DOWN THEIR SPENDING HABITS! NOT STICK IT TO ME! I must respectfully request that you deny APS ANY increase whatsoever! If we can tighten our belts and budgets, so can they! Please do not allow APS to continue to hold a gun to our heads and rob us, which is exactly what they are trying to do.

Sincerely,
Deborah Beaver - Buckeye, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48091

File in Dkt No.
E-01345A-05-0814

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48085

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Doyle

Bodine Jr.

Account Name: Doyle Bodine Jr.

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: [REDACTED]
Sent: Monday, November 07, 2005 3:02 PM
To: Utilities Div - Mailbox
Subject: APS rate hike

To Whom It May Concern:

My name is Doyle Bodine and I reside in Yuma, AZ. I wish to inform you of my strong opposition to the 20% rate hike requested by APS. This is so far out of line that I am amazed that they can request a hike as large as this. They have sent letters to their customers to inform them of the increase, and are trying to represent that the cost of fuel is the major concern for the rate hike. I believe this is a case of the Utility company using the unfortunate effects of the hurricanes in the Gulf to raise our rates to an unacceptable level. The fuel costs are projected to go down. Will they then reduce our rates? I don't think so. They are also in the process (according to the letter) of drafting another increase of 5% in April 2006.

Please do not let this utility company run over the people of Arizona, and get this rate hike, or any other increase. This type of increase will place a great hardship on businesses, and every person who lives in Arizona. The cost of living in Arizona has been on the rise, and this will add a great deal to that cost of living, hurting the poor of the state the most.

Please do not allow this increase to stand.

Doyle Bodine
Yuma, AZ
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48085

File in Wkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2005 - 48084

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: James P.

Haley II

Account Name: James P. Haley II

Home: ([REDACTED])

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: James P. Haley II [REDACTED]
Sent: Monday, November 07, 2005 4:09 PM
To: Utilities Div - Mailbox; Ted Thayer
Subject: I Oppose the Proposed 20% APS Rate Hike!

James P. Haley, II
[REDACTED]

11/07/2005

Dear Commissioners:

I am writing to express my opposition to the recent Arizona Public Service Company (APS) filing for a proposed 20% rate hike for residential electricity service. Perhaps a 5% provisional rate hike would be in order considering the recent increase in fuel costs, the utility's distended profit margin, and its unrealistic payroll. I strongly urge you to conduct public hearings throughout the state to allow residents to express their views to the commissioners concerning APS's proposed rate hike. APS appears to be attempting to pull a "fast one" on Arizona consumers. Perhaps other cost conscious energy producing concerns should be invited to compete with APS to provide electricity in Arizona. If APS prevails, I am wholeheartedly sure that the people of Arizona will remember whose interests will have been served by the Corporation Commission.

Sincerely,
Mr. James P. Haley, II
Arizona Resident/APS Customer
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48084

File in Dkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Priority: Respond Within Five Days

Opinion No. 2005 - 48081

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Debbie

Scherr

Account Name:

Debbie Scherr

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State:

AZ

Zip:

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: [REDACTED]
Sent: Monday, November 07, 2005 5:25 PM
To: Utilities Div - Mailbox
Subject: Rate Increase for APS

Today I received my letter from APS informing me, as well as other customers, of the pending rate increases for now and in April, 2006, "a portion of which is for Palo Verde-related expenses."

I have been following this issue in the news, etc., regarding the charges APS is requesting due to shut downs and problems at the Palo Verde plant - I strongly feel that as consumers, we should not be liable for their incompetence in running their plant.

I hope the Corporation Commission is examining all pertinent documentation regarding these increases. While I expect some increase in our bills due to energy costs and natural disasters in recent memory, I do not expect to pay for Palo Verde not doing their job. We as consumers should not be responsible for this.

If my understanding of this is incorrect, I would appreciate some sort of mailing from the corporation commission justifying this cost to the consumers of this state. I will be watching this issue closely, as will other consumers, and will vote appropriately in the next election should the Corporation Commission choose to bail out APS for its mismanagement.

Sincerely,

Debbie Scherr

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48081

File in Dkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48079

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: J. E. "Ted"

Thayer

Account Name: J. E. "Ted" Thayer

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: [REDACTED]
Sent: Monday, November 07, 2005 8:05 PM
To: hatch-web@cc.state.az.us
Cc: Utilities Div - Mailbox
Subject: 20% APS Rate Hike Request

Dear Commissioners ...

There is no doubt that the APS rate increase is a controversial subject. The only thing that makes it controversial, however, is the ethical breach it brings to the table. I think ethical is the right word, because I don't want to be harsh on folks who have been doing a great job serving the power supply needs of Arizonans over the last decade. What gets my dander up is that for the last five or six years, APS has been touting their rate decreases as the only utility that has devoted itself to such great efficiency that decreases are the way to go.

Now they want a huge increase? Nonsense. It's the same stuff the worst phone company in the US has been pulling for years. Qwest made all sorts of promises, and welched on them all. Times change. So promises don't count. Five years of rate decreases do not justify a 20% rate increase. That just speaks to one of two things: Gross mismanagement or outright corporate greed.

The Arizona Corporation Commission, I trust, will do the right thing as it relates to this issue.

J.E. "Ted" Thayer
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/8/05 opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48079

File in Dkt No.
E-01345 A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48078

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Tyson

Cole

Account Name:

Tyson Cole

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR: [REDACTED]

State:

AZ

Zip: 00000

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Tyson Cole [mailto:[REDACTED]]

Sent: Monday, November 07, 2005 9:29 PM

To: Utilities Div - Mailbox

Subject: APS Request to hike prices 20%

Hello,

My name is Tyson Cole and I am writing to express my personal view that APS should not be given permission to increase their rates by 20% with further planned rate increases in the near future. I have been in my home in Buckeye for the past year and I have already seen higher bills than any of my previous electric services and have seen the worst services since I have been with APS. I have had more power outages than I ever remember with any other power company. So in short, I am paying more money for worse services. APS claiming they need to increase their rates to ensure survivability is unbelievable.

I realize this will probably make very little difference but I thought I would express my views on this matter in hopes there are many others who feel the same way and in turn, make a difference. Please don't allow APS to raise their rates without raising their service quality.

Thanks for your time,

Tyson Cole

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in docket no. E-01345A-05-0816.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/8/2005

Opinion No. 2005 - 48078

File in WHt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No.: 2005 - 48077

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Tricia

Kale

Account Name:

Tricia Kale

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

[REDACTED]

CBR:

[REDACTED]

State:

AZ

Zip: 00000

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Tricia Kale [mailto:[REDACTED]]
Sent: Monday, November 07, 2005 9:36 PM
To: Utilities Div - Mailbox
Subject: APS rate hike notice

I received a letter in today's mail when I arrived home from work from APS. They are asking the Commission for a 20% hike now and another 5% in Palo Verde expenses in 2006.

I can to some extent, understand the request blaming it on fuel price adjustments, but the gas/fuel prices have lowered somewhat recently. So, we should take without thought that they should get an increase in our utility costs. Two problems I think are here, one Southwest will want to hike their rate because they are "The Natural Gas Provider" and their cost have gone up, then APS asks you for the increase no one asked the public if their employer's would increase our pay when gasoline went over the \$3.00 mark this year. So our employer's don't consider we need increases to cover these increases for natural gas and heating and cooling increases.

Why is it we the public who live on budgets have to watch every dime we spend, cannot afford to keep our homes cool in the summer (I was born in Phoenix in 1960, so the "you moved her knowing it get's hot") or open our drapes in the summer even with sun screens because it increases the temperature in our home meaning more to cool it if we open the drapes. So to try to keep bills down, we wash after 9pm or before 9 am and only on weekends, don't run high load capacity things like washers, dryers, ovens and air conditioners together. So when do we wash, cook and stay cool, let me know how this all balances, it does not. Juggling all this and the times is nerve wracking on us, I know I catch myself and stop the washer or dryer when I'm about to turn the things on before 9 pm or after 9 am. None of us want to own APS, but we should own stock with what our bills cost us!

Big business and I realize it takes money to keep APS running and also to keep Palo running and running safely, god knows I don't want that thing to go off in my backyard. The one thing I see, is the people at the plant get paid a large sum for most of the jobs out there. They have transportation to and from work in the vans (yes gasoline

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

costs) but no one pays my cost to and from work, I live in Surprise and work 29 miles one way to work.

If the public gets to vote somewhere, even if it is regarding someone on the commission within the corporation, I guarantee that I will not be voting for the one who does vote in favor of this rate increase for APS and I'm sure I can let everyone I know about this. I will be scanning this letter and emailing to everyone in the valley I know and will make sure that everyone within the corporation I work with know of it.

Tricia
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in Docket No. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48077

File in Dkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48106

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Michelle

Kelley

Account Name:

Michelle Kelley

Home: (000) 000-0000

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR:

[REDACTED]

State:

AZ Zip: 85260

is: E-Mail

Utility Company: Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Micki's Mail [REDACTED]

Sent: Sunday, November 06, 2005 12:48 PM

To: Utilities Div - Mailbox

Subject: APS Price Increase

Dear Commissioners,

I urge all of you to deny the request by APS for a rate increase of 20%. This increase would be in addition to their request for a temporary increase of 1.7% for "fuel price adjustments" that is before the commission at this time. I just received a letter from APS in which they state they plan to ask for another "fuel price adjustment" of 5 % in April 2006. This would mean an increase of 26.7% in one year. This is outrageous!

I do not have a choice when it comes to providers of electricity for my home. I must rely on the commission to regulate this utility and protect my interests. Please use your regulatory powers and protect me and other consumers from this egregious rate increase.

Sincerely,
Michelle Kelley

[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/8/2005

Opinion No. 2005 - 48106

File in Dkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48108

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Steve

Walker

Account Name:

Steve Walker

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR: [REDACTED]

State:

AZ Zip: 00000

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Steve walker [REDACTED]
Sent: Sunday, November 06, 2005 9:10 AM
To: Utilities Div - Mailbox
Subject: 20 percent increase at APS

Dear Commission Representatives,

My problem with the rate hike for A.P.S. is obvious. They sent a letter to each of their customers rationalizing that the cost of fuel increase, which all of us are sharing, is OUR responsibility. Perhaps you can explain to them that we don't have anyone to share this with. We, the customers, can't pass our cost of living increases on to the next guy. I am sick of this. First of all, if the cost of living index states that we rise at 7.6 percent a year, how is a 20% increase feasible for ONE COMPANY in a given period like this?

Like the rest of the customer service businesses, we should have voted for a different administration, that doesn't allow price gouging by cronies, if they didn't want profiteering and lack of economic knowledge in the form of the big picture to become a problem.

Please don't allow this increase. The junk mail alone that this service company spent to rationalize (rational lies) these costs must have cost a fortune. Perhaps they could have saved the expense and NOT warned us in advance.

Thanks,
Steve Walker
Phoenix Citizen
and Concerned Customer
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48108

File in Dkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48107

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Fred

Collins

Account Name:

Fred Collins

Home: (000) 000-0000

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR:

[REDACTED]

State:

AZ

Zip:

[REDACTED]

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Papcollins@aol.com [mailto:[REDACTED]]

Sent: Sunday, November 06, 2005 9:11 AM

To: Utilities Div - Mailbox

Cc: rducote@azstarnet.com

Subject: APS rate increase request

Somebody must begin the roll-back of the price gouging by the natural gas industry. The facts seem to be that there is plenty of gas available, but the producers have used the scare of a few platforms out of production to raise prices without any real connection to the cost of producing the product. What really smokes me is this quote:
"Call it supply constraints or whatever, we have a natural gas market that is tight," said Chris McGill, the managing director for policy analysis at the American Gas Association. "We're meeting demand but at significantly higher prices."

One can almost hear McGill licking his chops!

Yeah, I know, good old American supply and demand.

Where does the buck stop?

Thank goodness TEP relies mostly on coal and has some long-term contracts.

Fred Collins
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

11/8/05 Opinon noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48107

File in Rkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48116

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Don

Gariepy

Account Name: Don Gariepy

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Don Gariepy [mailto:[REDACTED]]
Sent: Friday, November 04, 2005 11:47 PM
To: Utilities Div - Mailbox
Subject: APS rate hike

I just heard and received the announcement from APS that they are requesting a 20% rate hike in some future point in time that they do not specify. I am sure this is a PR campaign aimed at minimizing the resistance to what the President, Jack Davis wants to do.

You have to know that I do not make hundreds of thousands of dollars a year as Mr. Davis does, therefore, the less you make annually, the more you feel any increase in the cost of living expense. With gas prices up over 50 % from this time last year and now electric costs going up 20 % from last year that comes out to a 70 % increase in my living costs in only two commodities. What happens when food prices go up. What happens when the prices of other commodities go up because the oil prices that affect them have been passed along to the everyday common man that barely ekes out a living. I have not had any increase in my salary for two years. What and how am I suppose to afford gasoline to go to an from my job? How do I buy my medications that I must have? How do I do I maintain my car and my home when repairs are necessary? What do I do????

Please do not let APS do this. I can't begin to imagine the amount that they are paying their stock holders in dividends, but it has to be more than I am making in a year and there is something very wrong with that picture. What would you all do if we middle of the road guys just stopped working because the economy got so bad that we could not buy anything and therefore the businesses that employed us no longer needed us to manufacture or supply the services that they needed us for. What would you do. Would we even need you when we can no longer afford to purchase gas, electricity or water. What will do then????

Thank you

Don G.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48116

File in Wkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48119 Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Pam Last: Hickey

Account Name: Pam Hickey Home: (000) 000-0000

Street: [REDACTED] Work: (000) 000-0000

City: [REDACTED] CBR: [REDACTED]

State: AZ Zip: [REDACTED] is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone: (602) 000-0000

Nature of Complaint:

From: Pam Hickey [mailto:[REDACTED]]
Sent: Friday, November 04, 2005 4:39 PM
To: Utilities Div - Mailbox
Subject: APS Rate Hike

To Whom it May Concern:

The "sincere and concerned" Jack Davis - CEO and President of APS has written all customers the rate - increase letter about how "sorry" he is that he will use this opportunity of national crisis to inflate the heck out of APS energy costs. He (poor dear) will have to have this 20% increase as well as another 5% and the regular old measly 1.7% rate increase before the Commission at this time. Hello?? Why is it that SRP can "hobble" along with a realistic increase in the single digits?

As a long time resident of Arizona, held hostage to the monopolistic tendencies of APS, I am sick and tired of being stuck with Jack Davis's poor management when SRP seems to manage their energy systems much better and at a bargain to the lucky SRP customers. Makes me want to move just to get out of this APS neighborhood I'm stuck in.

Please consider how devastating this rate increase will be to the less fortunate in the State. Homelessness will rise to excruciating highs. I plan to lobby, as a citizen, against the greed of Jack Davis and Pinnacle West Capital Corporation. If this isn't abuse of monopolistic power at the expense of the lesser-meant Arizona citizen, I don't know what is. Time we got serious about capping these enormous rate hikes. APS is wrong. Please stand up for every-day citizen and tame the greed machine that is APS.

Thanks so much for "listening",

Pam Hickey
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48119

Filed in Dkt. No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48111

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Richard

Lerman

Account Name:

Richard Lerman

Home: (602) 896-2843

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR: [REDACTED]

State:

AZ Zip: 00000

is: [REDACTED]

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Richard Lerman [REDACTED]
Sent: Saturday, November 05, 2005 3:28 PM
To: Utilities Div - Mailbox
Subject: APS Rate Increase Request

The letter from APS is an insult and I strongly urge you on the commission NOT to approve this increase.

They list the increase in fuel as the primary reason for the cost increase. -Everyone is paying that, and it seems no reason that their shareholders should be let off the hook for hard times.

The second point made is that they have added more than 300,000 customers the last decade---that ought to be bringing in more revenues. If they are adding new workers and are worried about paying their salaries, perhaps they should lower salaries for the upper echelons of the company.

The failures of the summer 2004 were the result of poor management and for that reason alone you should make certain that they are not 'rewarded' for their incompetence.

If you raise the rates this much, you will in effect be charging APS customers for the fuel increases twice: once thru APS's increase and once more for the increase we have had to pay.

Please also note that on the letter, there is no phone number and no email address, and finally, they chose to mail these letters out in a separate mailing and not as part of a bill, increasing their costs dramatically.

Richard Lerman
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48111

File in Dkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2005 - 48110

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jack and Mariann Littell

Account Name: Jack and Mariann Littell

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Jack and Mariann [mailto:[REDACTED]]
Sent: Saturday, November 05, 2005 4:16 PM
To: Utilities Div - Mailbox
Subject: APS Rate Increase

Dear Sir or Madame,

We would like to vehemently oppose the 20% rate hike requested by APS. The 20% increase would be a hardship on those of us with a fixed income. In addition, we do not feel they are adequately serving customers when customers call for a power outage. During a recent outage, every time we called, a different story was presented. The outage lasted almost 6 hours.

We implore you to deny this rate hike.

Thank you.

Sincerely,
Jack and Mariann Littell

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinon noted and filed in docket no. E-01345A-05-0816
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/8/2005

Opinion No. 2005 - 48110

File in dkt No.
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48109

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Chrisine Last: Bussell

Account Name: Chrisine Bussell

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: rainyday@fastem.com [mailto:[REDACTED]]
Sent: Saturday, November 05, 2005 9:18 PM
To: Utilities Div - Mailbox; hearingsdiv@cc.state.az.us
Cc: info@aps.com
Subject: rate increase question

Hello,

I just moved to Arizona in July and just recently received a letter from APS regarding their request for a 20% rate increase, a planned additional 5% rate increase in April 2006, and the temporary 1.8% increase currently active. I have some serious concerns regarding APS's management of funds. The letter states, "We have worked very hard to increase our efficiency as a company. We've added more than 300,000 customers over the last decade, without increases in our staff." With 300,000 new customers APS should have more than enough new revenue to hire new employees. The letter also states that 2/3 of the rate increase are to cover rising fuel costs. Where is the other 1/3 going?

Chrisine Bussell
[REDACTED]
[REDACTED]

--
<http://www.fastmail.fm> - Does exactly what it says on the tin
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48109

File in lkt no
E-01345A-05-0814

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48114

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sean & Maria

Mulhern

Account Name: Sean & Maria Mulhern

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: superdadandmm@cox.net [mailto:[REDACTED]]
Sent: Saturday, November 05, 2005 1:11 AM
To: Utilities Div - Mailbox
Subject: 20% APS increase

To whom it may concern,

We do not feel that the rate hike of 20% asked for by APS is reasonable, fair, or justified to electric customers.

While we understand that fuel costs have increased, the average person who works in Arizona cannot ask for a raise from their boss because of fuel costs. Yet, it is the average person who ends up paying all these increased prices.

My husband now has to pay \$100.00 a week to go to work in gasoline due to price increases. We cannot move closer to his work because as is the custom in retail, they move you from store to store as they need you. He did not get a raise in pay because of fuel and neither did any of the other employees.

APS also has an advantage. If I don't like the price at one gas station, I can go to another. As customers of APS, we cannot change electric companies.

The APS letter states that they need more revenue from existing customers so they can serve new customers. That is an investment that the company needs to make in order to generate more sales. When other businesses expand, the cost of expansion is offset by increased sales and therefore more bottom line dollars. I have never heard that maximizing production leads to increased prices. Maximizing production lowers the cost on a per unit basis. That is basic Economics 101.

The Palo Verde problem was a failure of APS. When a company makes an error that cost them profits only in the short term, or as a one time charge to earnings, companies eat the expense on the P&L sheet, and correct the problem so it doesn't happen again.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

When is corporate profit ever going to be enough! The solution is not raising electric prices 20%, the solution is for the governors and other elected officials to get together and find a way for fuel prices to be decreased or alternate fuels to become available. If no one has noticed, those corporate profits are at an all time high!

Thank you,
Sean and Maria Mulhern
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48114

File in Dkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48113

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Sean

Griffin

Account Name:

Sean Griffin

Home: (602) 595-8616

Street:

n/a

Work: (000) 000-0000

City:

Phoenix

CBR: [REDACTED]

State:

AZ Zip: 85022

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Irishguyinphx@aol.com [mailto:[REDACTED]]
Sent: Saturday, November 05, 2005 10:05 AM
To: Utilities Div - Mailbox
Subject: APS Rate Hikes pending approval

Hello,

I'm writing in response to a recent letter I just received from APS regarding rate hikes. I am extremely displeased to read that they plan to raise rates 21.7% immediately (pending approval) and an additional 5% in April 2006. That is unbelievable. As a 10 year resident of Phoenix, I have to express my discontent and to receive a letter from the CEO stating "We don't like to have to ask to increase your bills" ??? Well....if he's asking, I'm saying NO. Is this a monopoly or what? I don't have a choice as a consumer and am stuck with APS. I don't know which is better as I've never had SRP as a provider, however, in the midst of interest rate hikes and in an economy that is anything but stable, I would hope that you would not approve such an increase. Is there anything further I can do to express my disapproval? If such an increase does get approved, can I switch providers?

Thank you for your assistance in this matter.

Sincerely,

Sean Griffin
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

11/8/05 Opinon noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48113

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48086

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Richard M.

Faust

Account Name: Richard M. Faust

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: 86326

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following e-mail to the Corporation Commission -

Dear Commissioners:

I have received and read the most recent APS request for a 20% rate hike because as they put it, needs because of the market place and fuel oil. The public will recoil from this intensely as cost of living over the past year went up by over 2.4% and pay-check ratio's went down over 2%. Those on fixed incomes will not be able to adapt to this outrageous request by APS. I have a family of 9 and I know I will be taking food from my children's mouths. On this note, I believe the Commissioners should take a long, hard gander at this mega-corporation who is already steeped in profits and money. The public is not. This will be viewed as unfair and unjust. I believe that the Commission should observe the rates at a more reasonable level of 3 to 5% should this be passed at all. Thank you for allowing me the time to vent.

In Appreciation

Richard M. Faust

1075 South 6th Street

Cottonwood, Arizona 86326

(928) 639-3242

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Thank you for your recent e-mail to the AZ Corporation Commission. Your comments regarding this issue have been entered into the Docket for this matter.

Deb Reagan

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48086
