

file in E-01345A-05-0816



ORIGINAL
ARIZONA CORPORATION COMMISS.

UTILITY COMPLAINT FORM

4705

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48336

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Wendy

Anderson

Account Name: Wendy Anderson

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Scottsdale

CBR:

State: AZ Zip: 85259

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

She receive notice of a 26.7% proposed rate increase by APS. She is absolutely opposed to the rate increase. She feels that such an increase is totally unreasonable. A 1.7% would be ok but anything above that isn't ok.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11-17 I expressed thanks for calling and expressing her opinion in this matter. I advised that I would note her comments for the record in this matter. I e-mailed the OPINION file # to John LaPorta, Phx-Cons. File closed.
End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48336

RECEIVED
2005 NOV 18 P 12:43
AZ CORP COMMISSION
DOCUMENT CONTROL

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 - 48342

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Bob

Ledet

Account Name:

Bob Ledet

Home: [REDACTED]

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 voice his opinion against APS and their 20% proposed increase. He feels that maybe 1% a year for 20 years would be more appropriate and feels this too steep a jump for the low income person.

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: 11/17/2005

Opinion No. 2005 - 48342

File in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2005 - 48351

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Paul

Federmeyer

Account Name:

Paul Federmeyer

Street:

Work:

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:

~~Docket No E-01345A-05-0816~~

Consumer against pending rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48351

File in E-01345A-05-086

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2005 - 48333

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charlotte

Saxton

Account Name: Charlotte Saxton

Street:

Work:

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:

Docket No. E-01345A-05-0816

against Rate increase

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48333

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48368

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Rheta

David

Account Name: Rheta David

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

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 let the Commission know she is opposed to the proposed 20% rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I thanked customer for calling and sharing her opinion and advised that I would make sure her comments are entered into the Docket for this matter. I also advised customer of the rate application process and directed her to the Commission website for further info.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48368

E-D1345A-05-08110

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48364

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Sandra

Mandrell

Account Name:

Sandra Mandrell

Street:

Work: (000) 000-0000

City:

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:

Tuesday, November 16, 2005

Dear Mr. Al Amezcua,

I wish to file my opinion that APS not be increased at this time. I have written you several times regarding my strong feelings about this. I feel people like myself are feeling very pinched for money right now with the large increase in gasoline costs and they are furious knowing that the gas companies are making a record profit at the little people's expense.

My husband and I both teach school in [REDACTED]. We drive 102 miles to work and back every day! We are both 61 years old and are not able to go job jumping at this time. The cost of gasoline kills us! We did not get a raise this year [REDACTED].

So, we are actually making less this year than the year before. If you check with many districts the raises they gave their teachers was only a 1%-3% for the year! How can we justify and consider paying a 20% raise in our utility company? We just cannot afford it! We are paying Sallie Mae School loans still!

Our sons cannot afford this kind of an increase either! One son works for Hi Health for \$8.00 an hour and his utility bill now runs around \$110.-\$125. ave. a month. He drives a 1995 truck and cannot replace much less maintain his only transportation to work. The other son has three little daughters to feed and he and his wife both work long hours just trying to stay up with everything!

In our REAL World, these are the people you want to raise 20% utilities on???? We have no shortage, but we have plenty of revenue from all the people moving into our valley. They all pay their utility bills if they want power! We can hear a lot of arguments but the real truth is APS wants to raise their profits just like the gasoline companies that are gouging us!

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I find this appalling, something must be done!

Please file my opinion! Oh, and if anyone would like to donate to my college loan so that when I retire next [REDACTED] will gladly take a hand out! And, when I retire [REDACTED] teaching retirement a month to live on and now, how much will my utility bill be?

Doesn't it make you wonder why you worked for 44 years, earned a bachelors degree and a masters degree and still have to worry about an increase in your utility bill!

[REDACTED]

End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

11/15/05 Is there anything we can do to stop APS from increasing our cost of electricity? We cannot afford such a proposed increase?

Mrs. Sandra Mandrell

11/15/05 Good Afternoon Mrs. Mandrell,

There is something you can do in regards to the APS proposal of a 20 percent increase. You can file via e-mail your opinion as to how you feel about the proposed increase. Please note any comments you would like for staff to enter on your behalf. What I will do is file your opinion and entered it as part of the record.

Sincerely,

Al Amezcua
Arizona Corporation Commission
Utilities Division
[REDACTED]

11/17/05 Comments noted for the record. Opinion was docketed under #E-01345A-05-0816 Close.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48364

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48346 Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Rosemary Last: Royland

Account Name: Rosemary Royland Home: (000) 000-0000

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

City: Phoenix 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:

Mr. Jack E. Davis
President/CEO
APS

[REDACTED]

Dear Mr. Davis:

Re. your letter of this month informing us, once again, that APS must file for a 20% increase (already having gotten a temporary 1.7% increase), with another 5% to come in April, please be advised that people, like myself, on a fixed income, are having to make do in order to survive. I'm not suggesting that APS do that, only that your profit margin needn't be quite so large as you would have it.

Yes, everything is going up, with the exception of our income. What would you have us do without in order to accommodate APS? We already have cut back our driving, cut down on the amount of AC used in the hot months, cut back on services where extra fuel charges are now being added, cut down on health care and prescription drugs, etc., etc., etc.

Electric companies over the nation have an enormous amount of influence over the government, I suggest, that instead of passing on more and more unaffordable costs to the least able, you use your power for good, not for evil, and find a way to work with the government to ease this burden. You and APS will not suffer for these increases, we will.

APS, like all big business, I suppose, doesn't really think that the individual has any power and you'd be correct in that assumption, but don't think the average customer really believes that the only way for you to do business is to pass the cost on to us at an egregious rate. We don't.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/17/05 Comments noted for the record. Docketed under #E-01345A-05-0816. Close.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48346

11.04.05

Mr. Jack E. Davis
President/CEO
APS

[REDACTED]

Dear Mr. Davis:

Re. your letter of this month informing us, once again, that APS "must" file for a 20% increase (already having gotten a temporary 1.7% increase), with another 5% to come in April, please be advised that people, like myself, on a fixed income, are having to "make do" in order to survive. I'm not suggesting that APS do that, only that your profit margin needn't be quite so large as you would have it.

Yes, everything is "going up", with the exception of our income. What would you have us do without in order to accommodate APS? We already have cut back our driving, cut down on the amount of AC used in the hot months, cut back on services where extra fuel charges are now being added, cut down on health care and prescription drugs, etc., etc., etc.

Electric companies over the nation have an enormous amount of influence over the government, I suggest, that instead of passing on more and more unaffordable costs to the least able, you use your power for good, not for evil, and find a way to work with the government to ease this burden. You and APS will not suffer for these increases, we will.

APS, like all "big business", I suppose, doesn't really think that the individual has any power and you'd be correct in that assumption, but don't think the average customer really believes that the only way for you to do business is to pass the cost on to us at an egregious rate. We don't.

Sincerely,

Rosemary Rayford

[REDACTED]

cc copy commission

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NOV 16 2005

AZ Corporation Commission

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua [REDACTED] [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48345 Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: **Meredith** **Jones**

Account Name: Meredith Jones [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:

11/17/05 *****E-01345A-05-0816*****

[REDACTED]

November 15, 2005

AZ Corporation Commission
Consumer Services
1200 W. Washington
Phoenix, AZ 85007

CONSUMER COMPLAINT

Dear Consumer Services:

I, Meredith Jones, as a concerned consumer of APS electricity, appose the 20% rate increase that APS has put in for. I believe this would bring unnecessary hardship on consumers in the valley.

If you have any questions or need additional information, please contact me or [REDACTED] Thank you.

Sincerely,

Meredith Jones
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

11/17/05 Comments noted for the record. Docketed under # E-01345A-05-0816 Close.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48345

[REDACTED]
November 15, 2005

AZ Corporation Commission
Consumer Services
1200 W. Washington
Phoenix, AZ 85007

CONSUMER COMPLAINT

Dear Consumer Services:

I, Meredith Jones, as a concerned consumer of APS electricity, appose the 20% rate increase that APS has put in for. I believe this would bring unnecessary hardship on consumers in the valley.

If you have any questions or need additional information, please contact me on [REDACTED]

[REDACTED] Thank you.

Sincerely,

Meredith Jones

Meredith Jones

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NOV 16 2005

AZ Corporation Commission
Director of Utilities

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48347

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Nick

Schilliro

Account Name:

Nick Schilliro

Home: (000) 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:

Mr. Jack E. Davis
President/CEO
APS

[REDACTED]

Dear Mr. Davis:

Re. your letter of this month informing us, once again, that APS must file for a 20% increase (already having gotten a temporary 1.7% increase), with another 5% to come in April, please be advised that people, like myself, on a fixed income, are having to make do in order to survive. I'm not suggesting that APS do that, only that your profit margin needn't be quite so large as you would have it.

Yes, everything is going up, with the exception of our income. What would you have us do without in order to accommodate APS? We already have cut back our driving, cut down on the amount of AC used in the hot months, cut back on services where extra fuel charges are now being added, cut down on health care and prescription drugs, etc., etc., etc.

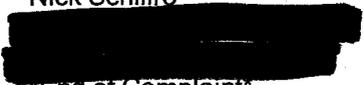
Electric companies over the nation have an enormous amount of influence over the government, I suggest, that instead of passing on more and more unaffordable costs to the least able, you use your power for good, not for evil, and find a way to work with the government to ease this burden. You and APS will not suffer for these increases, we will.

APS, like all big business, I suppose, doesn't really think that the individual has any power and you'd be correct in that assumption, but don't think the average customer really believes that the only way for you to do business is to pass the cost on to us at an egregious rate. We don't.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Nick Schiliro


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/17/05 Comments noted for the record and docketed under # E-01345A-05-0816. Close.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48347

Mr. Jack E. Davis
President/CEO
APS

[REDACTED]

Dear Mr. Davis:

Re. your letter of this month informing us, once again, that APS "must" file for a 20% increase (already having gotten a temporary 1.7% increase), with another 5% to come in April, please be advised that people, like myself, on a fixed income, are having to "make do" in order to survive. I'm not suggesting that APS do that, only that your profit margin needn't be quite so large as you would have it.

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Sincerely,

Nick Schiliro

Nick Schiliro
[REDACTED]

B c.c. by corp comm.

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NOV 16 2005

**AZ Corporation Commission
Director of Utilities**

E-DIBASA-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48363

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Ms. Marta**

Morris

Account Name: Ms. Marta Morris

Home: (000) 000-0000

Street:

Work:

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:

Ms. Marta Morris

November 8, 2005

ARIZONA CORPORATION COMMISSION
1200 West Washington
Phoenix, AZ 85007-2996

TO WHOM IT MAY CONCERN:

With regard to the letter on the reverse side, I urge you to vote against any increase at all. Your beauracracy is funded by the taxpayer to whom you have responsibility.

Let me provide you with a little history: In the early 1970's when the Palo Verde plant was considered to become a reality, many people were opposed to a nuclear power source due to safety concerns—getting rid of the waste, mostly. They were "threatened" with high rates if this plant was not constructed Well, rates have gone up steadily ever since although within reason. This proposed increase is not within reason and please remember that although the corporations bribe our elected officials via campaign donations, your allegiance is supposedly to the taxpayer.

Many of us out here know that peak oil and gas is a lie. Profits have been obscene should be used for the upgrades and maintenance required. If indeed, we have become (or have we always been?) a government "of the people, by the people for the corporations," then why have the pretense of a tax funded Corporation Commission. We could at least save that money for its salaries and infrastructure for other purposes.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

NO TAXATION WITHOUT REPRESENTATION.

Sincerely, Márta Morris
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/17/05 Comments noted for the record. Docketed under #E01345A-05-0816. Close.
End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48363

Ms. Marta Morris

[REDACTED]

b 11

November 8, 2005

ARIZONA CORPORATION COMMISSION

1200 West Washington

Phoenix, AZ 85007-2996

TO WHOM IT MAY CONCERN:

With regard to the letter on the reverse side, I urge you to vote against any increase at all. Your beauracracy is funded by the taxpayer to whom you have responsibility.

Let me provide you with a little history: In the early 1970's when the Palo Verde plant was considered to become a reality, many people were opposed to a nuclear power source due to safety concerns—getting rid of the waste, mostly. They were "threatened" with high rates if this plant was not constructed. Well, rates have gone up steadily ever since although within reason. This proposed increase is not within reason and please remember that although the corporations bribe our elected officials via campaign donations, your allegiance is supposedly to the taxpayer.

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NO TAXATION WITHOUT REPRESENTATION.

Sincerely,

Marta Morris

Marta Morris

:mm

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NOV 16 2005

**AZ Corporation Commissior
Director of Utilities**