

file in E-01345A-05-0816



0000035282

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48411

Date: 11/21/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Ob

Reynolds

Account Name:

Ob Reynolds

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Sedona

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to say he is against APS' request for a 20% increase in rates. He feels that maybe a 3-4% increase would be more like it.

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: 11/21/2005

Opinion No. 2005 - 48411

RECEIVED
2005 NOV 21 P 4: 12
AZ CORP COMMISSION
DOCUMENT CONTROL

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 - 48397

Date: 11/21/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Nan

Nook

Account Name: Nan Nook

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:

This email is in response to a letter APS customers received regarding a request for a 20% increase in electric prices. The letter states two-thirds of the cost represents fuel costs and the additional monies will allow them to invest in energy efficiency programs and build up their infrastructure.

It seems they are really asking customers to shoulder the responsibility for repairing and maintaining Palo Verde. Customers are at the mercy of APS as we don't have the option of choosing another utility company. Currently APS has no competition from another service provider and there is no recourse for APS customers. If APS wants to increase company efficiency they should cancel television advertising and cut back on community sponsorship until they have a handle on the budget.

We hope you will take this into consideration before granting an increase.

Mike and Jean Ullery

Love ya,

Nanny

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/21/05 opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/21/2005

File in 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 - 48404

Date: 11/21/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Michael

Cooper

Account Name: Michael Cooper

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:

To the Arizona Corporation Commission,

I recently recieved a letter from APS informing me that they filed for a 20% increase in our electric bills. I am against this increase. First of all, the letter states that, 2/3 of the increase is because of the cost of fuel. But in the last few months fuel costs have gone down. Gas has dropped about .65 cents per gallon from what it was a few months ago. Yes the Oil companies are still charging too much, and we, the consumer have no power over that. But the need to increase our electric bills by 20% is not as great as it was a few months ago. I think APS has seen other industries make too much profit off of the high cost of fuels and they want in on it. In the letter it even states that they filed a seperate 1.7% increase already concerning the high cost of fuel. If APS filed a 1.7% increase with you, then this is what they really felt would cover the increase in fuel cost. This additional 20% is nothing more then price gouging by APS in an attempt to make a profit.

APS is already begging money from their customers through a program called SHARE. They called me at home a couple of years ago asking me to help pay for a solar energy program they were building. I told them it would be good to start a program to install solar energy in residential homes to help produce electricity that could be tied into the APS system. This would produce enough electricity for the state of Arizona to offset any fuel costs. But they got upset and said the program wasn't for residential area's, it was a generating station owned and operated by APS. When I asked them if they had a residential Solar energy program, they said no. Truthfully, if APS was really as responsible as they claimed to be in the letter they sent me, then they would take advantage of the Arizona sun and start a solar energy program with their customers which would help generate electricity that would ease some of the shortages they claim to have.

According to the letter they already filed for a 1.7% increase, a 20% increase and in April 2006, they are going to file for another 5% increase to help pay for Palo Verde-related expenses. That would be a 26.7% increase in less then a year, most of which is based on the high cost of fuel that has already come down at least .65 cents/gallon already. That is way too excessive, and undeserved. If APS is having trouble managing Palo Verde, maybe you should take a better look into the way they are managing it. Maybe it should be taken out of their hands and given to a better utility company.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I felt a need to write and express my opinion over this issue because I am tired of getting ripped off by corporations and industries in general. I pay way too much for insurance, I pay way too much for gas, I pay way too much for interest on my home. My groceries have gone up, clothing has gone up. The schools are using our kids as salesmen for book and candy companies in an attempt to make money for their schools. It has gotten out of hand and there is nothing I can do but speak up and vote against the people that are doing this to the people of this state. When I saw the 5 CEO's of the oil companies sit in front of congress and say they were in line with other industries, and nothing happened to them for what they did to the country in the name of profits, it didn't sit well with me. My opinion is APS doesn't need or deserve a 20% increase for anything. All it is, is a way for them to be part of the price gouging that is stealing money from the people of this country. So I am asking you to deny the request for a 20% increase to APS based on higher fuel costs.

Thank you,
Michael Cooper


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/21/05 Opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/21/2005

Opinion No. 2005 - 48404

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (602) 972-0000

Fax: (602) 972-0000

Priority: Respond Within Five Days

Opinion No. 2005 - 48380

Date: 11/18/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Linda

Reuna

Account Name:

Linda Reuna

Home: (602) 972-0000

Street:

██████████

Work: (602) 972-0000

City:

Phoenix

CBR:

State:

AZ Zip: 85007

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: ██████████

Contact Phone: (602) 972-0000

Nature of Complaint:

My name is Linda Reuna and my husband and I live in the town of Camp Verde, Arizona about 200 miles north of Phoenix. We retired from our jobs in the Phoenix area thinking that we could retire comfortably in a small town. We purchased our retirement home but within 7 years we had to move into a retirement community in a Mobile Home Park. Our taxes went sky high, propane went out of sight, water is still increasing and of course the gasoline (highest in Arizona). Now, not only did we have to watch our utilities 78 degree in the summer (and higher) we keep our heater at 64 degree in the winter, timer on hot water heater, everything we're supposed to do ASAP REQUESTED and we're still getting a GIANT increase request.

I hope we can financially afford to live here. Where else can we go to live any cheaper??? What can we do ?

PLEASE DO NOT GRANT APS AN INCREASE!!!

Thank You for reading my letter

Linda Reuna

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Recorded Opinion in our database and docketed (E-01345A-05-0816). CLOSED.

End of Comments

Date Completed: 11/18/2005

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2005 - 48380
