

file in E-01345A-05-0816



ORIGINAL
ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48439 Date: 11/22/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: Duwayne Young
First: Duwayne Last: Young

Account Name: [REDACTED] 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.

From: DUWAYNE YOUNG [REDACTED]
Sent: Monday, November 21, 2005 12:03 PM
To: Utilities Div - Mailbox
Subject: APS INCREASE

APS IS ASKING FOR A INCREASE IN RATES 26.6% OVER THE NEXT COUPLE OF MONTH. THE 1.7% INCREASE WAS NOT TO BAD BUT 20% PLUS ANOTHER IN APRIL. THEY HAVE NO INCENTIVE TO KEEP RATES DOWN. WHERE DO WE GO. NO WHERE. I CALLED APS AND SRP. WE CAN NOT CHANGE ELECTRIC PROVIDERS. WE ARE IN A 1 MILE AREA I WHICH APS IS THE ONLY PROVIDER. THIS IS CONSIDERED A MONOPOLY. IT'S NOT LIKE CABLE OR PHONE COMPANIES IN WHICH THE GOVERNMENT BROKE UP BECAUSE IT WAS ILLEGAL. SO WHERE DO WE GO. I HAVE NEVER LIVED IN A PLACE WITH SUCH POOR SERVICE AND A CONSTANT INCREASE IN PAYING FOR POOR PERFORMANCE. APS WOULD NOT BE INCREASING RATES IF WE AS CONSUMERS COULD GO ELSE WHERE. AD TO PAY FOR THE NUCLEAR POWER SHUTDOWN. WAS THAT THE COMSUMERS FAULT, NO. I OWN A BUSINESS IN CHANDLER AND IF I MESS UP I DON'T CHARGE THE HOME OWNER MORE I EAT THE COST AND LEARN. WHAT APS IS LEARNING IS MESS UP AND SOMEONE ELSE WILL PAY FOR IT. DON'T APPROVE THIS INCREASE AND REWARD POOR PERFORMANCE THAT THIS COMPANY HAS SHOWN IN THE PAST 2 YEARS.

End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

AZ CORP COMMISSION
DOCUMENT CONTROL

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UTILITY COMPLAINT FORM

11/22/05-ACC e-mailed a response to the customer to advise him that his e-mail opinion has been entered into our database and a copy has been placed in the APS docket. CLOSED.

End of Comments

Date Completed: 11/22/2005

Opinion No. 2005 - 48439

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48437

Date: 11/22/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Darlene V

Blalock

Account Name: Darlene V Blalock

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Camp Verde

CBR:

State: AZ Zip: 86322

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

[REDACTED]

Sent: Friday, November 18, 2005 8:50 PM
To: Utilities Div - Mailbox
Subject: A.P.S. Request for Increase Dispute

November 18, 2005

Arizona Corporation Commission, Utility Division
1200 W. Washington St.
Phoenix, Arizona 85007-2996

Dear Commissioners:

In view of APS's outrageous request for a 20% increase in rates. Here we go, let me give you my view on this increase. APS needs to practice more economic management for one thing. Late week, I observed (4) of their commercials in a 1 1/2 hours. APS is virtually a monopoly in AZ, why advertise? Additionally, they add any and every charge that they can think of to our bill; e.g. meter rental, meter reading, tax for this, tax for that, talk about gouging the public, shouldn't this be a crime. It's like having to pay for parking at the grocery store and rent your basket to hold your purchases, then pay the cashier to check you out. As an American Citizen, I am totally disgusted with all this gouging, just because they can.

If they are allowed to pass on to the public the increase in fuel prices, who are we going to pass it on to?? If I could devise a system whereby passing the APS's of this world, I would surely do that and provide it to all my fellow American citizens at a reasonable price in order to get out from under this travesty.

Arizona has a disproportionately large senior population. We are to receive a 4% C.O.L.A. increase in January,

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ARIZONA CORPORATION COMMISSION

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2006. That increase will be largely gobbled up by Medicare's new drug program. Suffer from the increasing fuel costs, what about us? Plus those rural Arizonans who use propane can look forward to increasing prices for that vital commodity.

Deny APS's price gouging. They had a 4% increase, that's good enough. No one asked what increased amount we wanted from C.O.L.A. Act in the best interest of the Arizona Citizens. It is my hope you and your cohorts never experience what us average Arizona citizens do, living on a budget, managing all our necessities, and living from paycheck to paycheck, nothing left for luxuries. Revolting isn't it.

Sincere regards,
Darlene V. Blalock, Wife of Senior Citizen
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Customer comments noted for the record and a copy placed in the docket. CLOSED.
End of Comments

Date Completed: 11/22/2005

Opinion No. 2005 - 48437
