

ORIGINAL



0000035435

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

[REDACTED]

Priority: Respond Within Five Days

E-01345A-05-0816

Opinion No. 2005 - 48529

Date: 11/29/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: John

Thomas

Account Name: John Thomas

[REDACTED]

Street: [REDACTED]

Work:

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:

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: 11/29/2005

Opinion No. 2005 - 48529

AZ CORP COMMISSION
DOCUMENT CONTROL

2005 NOV 30 P 2:15

RECEIVED

Docket IN E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48348

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Steve

Hill

Account Name: Steve Hill

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Gilbert

CBR:

State: AZ Zip: 85229

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

I respectfully hope the Commission looks very long at APS request for rate increase. The radio adds state it is partly to do with gas prices, however the price of gas continues to fall. APS and its associates could save most of this cost just by doing a little conservation. Just like they ask us to do. I see APS service vehicles setting and idling for long periods of time every day.

There are more and more homes being built in the APS service areas daily and they profit from this in increased business, over long periods of time. I suggest that APS look inside their own practices to save 20%. Not ask for another 20%, on top of their

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered into the database for the record. (I am awaiting a call back from customer as I did not get all of the information he emailed us).

11/21- I called customer @ 1439 and left him another voice mail message to please call me on our toll free line in order to get the remaining incomplete sentence he listed on his correspondence to the ACC.

11/22: (ACC):

I only received the following incomplete information from you:

I respectfully hope the Commission looks very long at APS request for rate increase. The radio adds state it is partly to do with gas prices, however the price of gas continues to fall. APS and its associates could save most of this cost just by doing a little conservation. Just like they ask us to do. I see APS service vehicles setting and

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UTILITY COMPLAINT FORM

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***is this how you would like for me to send to the five Commissioners?

11/28- I did not receive a customer response so I will forward this Opinion as is to Docket Control. CLOSED.

End of Comments

Date Completed: 11/28/2005

Opinion No. 2005 - 48348
