

file in E-01345A-05-0816



ORIGINAL
ARIZONA CORPORATION COMMISS.
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48625 Date: 12/5/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Almon B. Last: Wilder

Account Name: Almon B. Wilder Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Gilbert CBR:

State: AZ Zip: 85233 is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

From: Almon B. Wilder [REDACTED]
Sent: Sunday, December 04, 2005 7:50 PM
To: Utilities Div - Mailbox
Subject: APS request fo 20% rate hike

As an APS customer, I find their upcoming request for a 20% rate hike unacceptable. Their recent shutdown of Palo Verde is attributable to poor management, and a lack of proper process and procedure. Please do not approve such an onerous rate hike.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

End of Complaint

RECEIVED
2005 DEC -6 1P 12:05
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Entered customer opinion for the record and sent an email to John LaPorta in Phoenix to docket this Opinion.
CLOSED.

End of Comments

Date Completed: 12/5/2005

Opinion No. 2005 - 48625

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED] 9

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48623

Date: 12/5/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Vicki

Elkins

Account Name:

Canyon School District #50

Home: (000) 000-0000

Street:

[REDACTED]

Work: (000) 000-0000

City:

Black Canyon City

CBR:

[REDACTED]

State:

AZ Zip: 85324

is:

[REDACTED]

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

CORRESPONDENCE FROM CANYON ELEMENTARY SCHOOL DISTRICT #50

November 29, 2005

To Whom It May Concern:

I am opposed to the twenty percent increase hike by APS.

Canyon Elementary School is a small rural school district just north of Phoenix. Black Canyon City is growing but unfortunately with retirees, which means that our maintenance and operation budget is dwindling. Our electric bill is approximately \$6,000.00 per month. We educated our staff on the importance of energy conservation, and they do the best they can. With the elimination of excess utilities from the education budgets by 2009, the money will have to come from salaries, which is already pathetic, or "classroom dollars."

A twenty percent (20%) increase in our electric bill will further add to educations' all-ready-stretched budget. I do not understand why APS and schools can't come to some form of compromise on our electric bills. Your children and your employees' children must attend school. Afford them the quality education that you were graciously offered by not furthering our burden with an increase in electric bills.

Respectfully,

Vicki Elkins

Superintendent

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ACC spoke to Ms. Elkins and I thanked her for letter and comments to the Commission regarding APS. Advised her that her comments and opinions are now part of the official record and a copy has been entered into the docket. She thanked me. CLOSED.

End of Comments

Date Completed: 12/5/2005

Opinion No. 2005 - 48623

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 - 48621

Date: 12/5/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sheila & Bill

Vance

Account Name: Sheila & Bill Vance

Home: [REDACTED]

Street: [REDACTED]

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:

FOLLOWING CORRESPONDENCE WAS FORWARDED FROM THE ARIZONA ATTORNEY GENERAL'S OFFICE.

CUSTOMER'S COMPLAINT WAS DICTATED TO SHIRLEY FOUTCH, ADMINISTRATIVE ASSIST OF THE ARIZONA ATTORNEY GENERAL'S OFFICE, CONSUMER INFORMATION & COMPLAINTS SECTION ON MONDAY, NOVEMBER 7, 2005.

I received a letter from Arizona Public Service explaining to me why they are asking for a 20% rate increase to become effective immediately and then another increase for next year. Arizona Public Service just raised their rates.

If these increases go through, I will not be able to afford them, I am disabled and I am on SSI, which is a fixed amount. Because the utilities go up, my income level doesn't. There will many people like me living on fixed incomes that will not be able to to afford these increases. This must be stopped.

Shirley Vance.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

12/02/05-ACC spoke to Ms. Vance to advise her that we had received her correspondence that was sent to the Attorney General's Office in error. Advised that the rate increase APS is asking for will not go into effect immediately and that company's second request is for a fuel adjustment increase. Explained to the customer what the fuel adjustment rate is. I advised her that entered in comments from her letter into the Commission's database and also entered their opinion in the docket. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 12/5/2005

Opinion No. 2005 - 48621

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (██████████)

Fax: (██████████)

Priority: Respond Within Five Days

Opinion No. 2005 - 48622 Date: 12/5/2005

Complaint Description: 08A Rate Case Items - Opposed

First: ██████████ Last: ██████████

Complaint By: Harold & Freda Lauthers

Account Name: Harold & Freda Lauthers Home: (9██████████) 45

Street: 3██████████ Work: (██████████)

City: Clarkdale CBR:

State: AZ Zip: 86324 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: F██████████ Contact Phone: (██████████)

Nature of Complaint:

CORRESPONDENCE THAT WAS ORIGINALLY SENT TO THE ATTORNEY GENERAL'S OFFICE IN ERROR.

November 14, 2005

To whom it concerns:

I'm writing about APS rate increase. The rates was raised 3X this year so far. Enough! My husband & I live on \$1326 a month. We pay space rent, utilities, food, meds, Drs. The big 4% raise (\$10 for Medicare) will amount about \$20+. Last raise we received \$13. We can't keep up with all of this, also gas & water rates has jumped up. I would hope that you were for the consumer not big Co.'s. Please remember the fixed income for seniors.

Thank you,
Harold & Freda Lauthers
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

12/02/05-ACC spoke to Mrs. Lauthers to advise her that the Commission received her correspondence. Advised her that her comments are now entered into the record and a copy of them will be placed in the docket. CLOSED.
End of Comments

Date Completed: 12/5/2005

Opinion No. 2005 - 48622

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 - 48651

Date: 12/5/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Kim

Randall

Account Name:

Sedona-Oak Creek Joint Unified School District

Home: (000) 000-0000

Street:

[REDACTED]

Work:

[REDACTED]

City:

Sedona

CBR:

State:

AZ

Zip: 86336

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 wrote the following to the Commission received 12/1/05 -

The proposed rate increases of APS will further impair the ability of Arizona's public schools in their efforts to direct dollars to the classroom.

The ending of "excess utilities funding" in 2009 will cause an even greater impact, if this large increase is approved.

Please say No, or find a way to offer exemptions for public entities.

Kim Randall, Superintendent
Sedona-Oak Creek Joint Unified School District
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: 12/5/2005

Opinion No. 2005 - 48651

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 - 48652

Date: 12/5/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Roberta

Eastgate

Account Name:

Roberta Eastgate

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Black Canyon City

CBR:

State:

AZ Zip: 85324

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 wrote the following to the Commission received 12/1/05 -

I can understand a small percentage hike but not 20 percent. My husband has recently retired and as you know retired people receive a big cut on their income. I retire next June and this will downsize our monies even more. I truly believe this large of an increase will hurt our budget even more.

Small school districts are already having a money crisis and raising the price of electricity puts even more of a crunch on their budgets. Please reconsider this 20 percent rate hike.

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: 12/5/2005

Opinion No. 2005 - 48652

file in E-013454-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: (520) 255-2550

Fax: (520) 255-2550

Priority: Respond Within Five Days

Opinion No. 2005 - 48675 Date: 12/6/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Diane Moses

Account Name: Mayer School District

Home: (520) 255-2550

Street: [REDACTED]

Work: [REDACTED]

City: Mayer

CBR:

State: AZ Zip: 86333

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received following OPINION/ ACC Comments Form dated 12-1-05:

Please consider the impact this rate increase will have upon school districts state wide. We are struggling with initiatives to keep .65 cents of every dollar in the classroom. Our state does not recognize the use of utilities as a classroom expense. We here at Mayer through the School Facilities Board received deficiency upgrades in our buildings. They chose to remove our ability to cool with swamp coolers and put in HVAC with no consideration as to how the district would be able to pay these costs. In the 2004-05 school year, our little district utility increased \$30,000 for APS alone. We have only 500 students. That \$30,000 is a huge impact and required us to get permission for a tax hike to meet the expense. Our community will not look favorably on us as a district when we are required to increase taxes next year. The funding that allows us to seek a tax increase is being sunset by the Legislature. Districts will have to cut staff in order to pay their utility bills. Please for the sake of all kids in all districts keep your rate adjustment to the minimum. Sincerely, Diane Moses, Business Manager

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12-6 I called the consumer and expressed thanks for taking the time to express her opinion in this matter. I advised that her comments would be noted for the record in this matter. I e-mailed the OPINION information to John LaPorta at Phx-Cons. File closed.

End of Comments

Date Completed: 12/6/2005

Opinion No. 2005 - 48675

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 - 48648

Date: 12/5/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Montie

Morris

Account Name: Montie Morris

Home: (000) 000-0000

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: (602) 000-0000

Nature of Complaint:

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

Customer wrote the following to the Commission received 12/1/05 -

As business manager for a public school I am very concerned about the 20% rate increase and surcharge requested by APS. Arizona schools are under funded, and increase of 20% will present an undo harship for public education. While it is true that districts can budget for excess utilities, the full amount must be paid by local tax payers. Our district has a low tax valuation base and our local taxes are already high compared to other districts. In addition in 2009, school districts will no longer be able to budget for excess utilities. Having exhausted all other cost cutting measures that will leave this district no other choice than to terminate teachers and increase class sizes to pay the high cost of utilities.

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: 12/5/2005

Opinion No. 2005 - 48648