

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48064

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: David

Wall

Account Name: David Wall

Home: [REDACTED]

Street: N/A

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:

Customer called to voice his displeasure with APS and its filing for an increase. He hopes the Commissioners look at this case very carefully.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that his comments would be taken down and put into the docket. CLOSED.

End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48064

AZ CORP COMMISSION
DOCUMENT CONTROL

2005 NOV - 8 A 10: 59

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 48080

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charles

Betzhold

Account Name: Charles Betzhold

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Peoria

CBR:

State: AZ Zip: 85382

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 rate increase and feels utility does not know how to operate plant.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48080

E - 01345A - 05 - 0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2005 - 48121

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Richard P. Last: Landis

Account Name: Richard P. Landis

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: AZ Zip: 85340

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Richard P. Landis
Diane H. Landis

November 5, 2005

Jack E. Davis
President and CEO
Arizona Public Service Company
Mail Stop 8516
PO BOX 53999
Phoenix, AZ 85072- 3999

Dear Mr. Davis,

We received your November letter yesterday and were stunned after reading the contents. We see you proposing to increase our electric rates 26.7%! We find the suggestion both frightening and greedy.

We promise you now that we will fight your proposed action every way we can.

We have never felt betrayed by APS as we do now. For years, we have trusted APS to treat us (your customers) with excellent service and fair rates.

However, based on your letter and the arrogant radio ads that appeared yesterday, we have been left with no other reasonable approach.

We are asking you to stop this unfortunate money grab before it more seriously damages the many years of trust you have built between your company and your customers. We don't want to fight you, but if you move forward with these exorbitant rate increases, we will!

Sincerely,

Richard P. Landis

Diane H. Landis

Arizona Corporation Commission

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2005 - 48098 Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Diane Last: Poteet

Account Name: Diane Poteet Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: 00000 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

From: Diane Poteet [mailto:dianepoteet@cox.net]
Sent: Friday, November 04, 2005 10:14 AM
To: Utilities Div - Mailbox
Subject: APS increase

I keep listening to APS ads promoting the 20% increase and wonder how much they could save if they didn't feel the need to solicit their consumers. You are the ultimate decision maker in this rate increase, which I feel is exorbitant, the question begs...where else are they wasting money, and wouldn't it be nice if we could all just raise our incomes to offset fuel price increases? Consumers' APS bills are not the ONLY expenses that our increasing, our own fuel (gasoline) has risen considerably. This would be a double whammy.

Thank you,
Diane Poteet
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48098

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48092 Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Deborah Last: Menenez

Account Name: Deborah Menenez [REDACTED]

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: 00000 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

From: Menezes, Deborah [mailto:Deborah.Menezes@xerox.com]
Sent: Friday, November 04, 2005 1:42 PM
To: Utilities Div - Mailbox
Subject: APS Rate Increase

APS' proposal to raise rates 20% is OUTRAGEOUS. I'm curious to learn if that's going to be approved. I'd switch to SRP but unfortunately my area at 36th St/Thunderbird is not serviced by SRP. This should not be allowed! Why should we pay for their upfront costs when they're going to recoup those same costs later from their new customers.

Deborah Menezes
602-494-1097
deborah.menezes@xerox.com
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48092

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No.: 2005 - 48090

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Tim

Kahn

Account Name: Tim Kahn

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

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

From: timkahn@cox.net [mailto:timkahn@cox.net]

Sent: Friday, November 04, 2005 4:04 PM

To: Utilities Div - Mailbox

Cc: tukahn@yahoo.com

Subject: aps

we just got a letter that states jack davis president and ceo of aps feels he and his power co need to increase the cost of servise by 20% .He states the cost of fuel and the 300,000 new customers over the last 10 yrs have caused this increase also states palo verde related expenses .its not a real pop quiz in math that if 82 new paying accounts a day is more then aps can handel in 10 yrs time they need more then billing increases new leadership would be more like it .The increase in fuel was due to lack of oil due to bad wether .oil platfoarms being unable to pump wells that were already found product .Oil has made more money the any time in history because of the anti trust laws have been sold to big bussness , we cant even fight back .Looking at the leadership and good work done in the past by the corporation commission I trust you all will do the moral thing Someone sometime has too start helping the pubic again .please help us

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered

End of Comments

Date Completed: 11/8/2005

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48088 Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Kirk M. Last: Fitch

Account Name: Kirk M. Fitch Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: 00000 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

From: Kirk Fitch [mailto:kmf4686@yahoo.com]
Sent: Friday, November 04, 2005 4:23 PM
To: Utilities Div - Mailbox
Subject: Rate increase

I totally disagree with the APS proposed increase for electricity. They are planning to ask for an increase over the next few months of nearly 30%. This is outrageous. When they stop wasting all the money they do for advertising, (who else would I buy electricity from?) and spending millions on sponsoring sporting events and luxury boxes at stadiums, then I will listen to rate increase information!

Kirk M. Fitch
Concerned Taxpayer
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered
End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48088

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 - 48073

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Carolyn

Fields

Account Name: Carolyn Fields and Jessica Parry

Home: [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:

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

Customer wanted the Commission that she and her sister are opposed to the proposed 20% rate increase. They are also opposed to the possible 5% fuel price adjustment increase mentioned in the customer notification letter received from APS.

Customers are not opposed to a reasonable increase but they feel 20% is not reasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer that I would enter her comments for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48073

DOCKET # E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48136

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Charles Last: Golden

Account Name: Charles Golden

Home: (000) 000-0000

Street:

Work: (000) 000-0000

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:

11/08/05 Opinion was Docket No. E-01345A-05-0816.

Mr. Golden is against the proposed rate increase that was filed by Arizona Public Service.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/8/05 Opinion noted, the necessary copies were made and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48136

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 47998

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Nancy

Markowski

Account Name:

Nancy Markowski

Home:

Street:

Work: (000) 000-0000

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:

11/04/05 Opposes the proposed rate increase that she just read in the azcentral.com newspaper. How do people expect people to live with these high prices and especially on a fix income. I understand that the 5 elected commissioners are elected officials. "If they approve this increase I will work with the different organizations to make sure they are oust out of office. Maybe we should start from scratch. Comment noted for the record.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/04/05 The necessary copies were made and file with Docket Control. Opinion was noted and filed under Docket No. E-01345A-05-0816 Close.

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 47998

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2005 - 48095

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Deb**

n/a

Account Name: Deb

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

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

From: Deb [mailto:imvanillasky@yahoo.com]

Sent: Friday, November 04, 2005 12:02 PM

To: Utilities Div - Mailbox

Subject: APS GREED!!!!!!

I really hope the Arizona Corporation Commission tells APS to stuff their 20% increase where the sun doesn't shine!!! 20%?! ... on top of the 1.7% that is in front of the commission now and a proposed 5% increase next year? I know that I, for one, cannot afford to see my monthly APS bill increase by as much as \$120 per month. I cannot afford a \$100/month increase!! I CANNOT AFFORD AN INCREASE, PERIOD!!!!!! This stinks of greed, just like the Big 4 oil companies reporting in excess of 9 billion dollars in profit. APS wants to join those ranks. They want a piece of that action.

We, the consumers, are being forced to cut into our grocery bill to keep the big, greedy corporations like APS and the oil companies alive. It isn't even about keeping them alive and APS knows it. It's all about greed ... plain and simple greed. APS can talk about an inadequate infrastructure all they want ... it's BS, pure and simple. Rule against APS and tell them to build the infrastructure with their own damned money. When it's built, there'll be customers hooked up to it paying their bills ... that's the way business works.

We, the consumer, are already paying out the *ss at the fuel pump and now we are going to be expected to cover APS' *ss too? I think not. I don't even use natural gas in my home ... rule that APS will levy their increases against the people who use the fuel that is costing so much.

If this E-Mail has reached the wrong section of the Arizona Corporation Commission, PLEASE forward it to the proper division ... PLEASE!!!!!!

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48095

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton [REDACTED] [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48096 Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: **Gregory** **Fries**

Account Name: Gregory Fries Home: (000) 000-0000

Street: n/a [REDACTED]

City: n/a CBR:

State: AZ Zip: 00000 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

From: Gregory Fries [mailto:gregory.fries@phoenix.edu]
Sent: Friday, November 04, 2005 11:41 AM
To: Utilities Div - Mailbox
Subject: APS Rate Hike

Greetings,

This is in regards to the request that APS has put in to increase their rates by 20%. I am appalled that this corporation has the audacity to make its customers pay for their inconsistencies as a company. I have started and failed companies due to loss of funds, and if you make errors in a business you pay for them not your customer base. I find this as an unethical decision on their part and strongly oppose this increase in rates. I urge you to use your authority to prevent this unjust increase in rates. I can see a slight increase due to cost of power increasing, but 20% is just to try and pay for their mistakes. I find that ridiculous. Maybe lessen their grip on the valley so there is more SRP service available and increase their competition. This would force them to keep there rates lower to keep business. I appreciate your time and please put an end to these atrocities.

Thank you,
Gregory Fries

Systems Administrator

Online Internal IT Operations

Phone: 602-387-2332

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

opinion entered

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48096

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48122

Date: 11/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Michael

Tilbury

Account Name: Michael Tilbury

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: 85304

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 rate increase, feels company is handling service improperly.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48122

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered

End of Comments

Date Completed: 11/8/2005

Opinion No. 2005 - 48121
