

File in docket no
E-01345A-05-0816

ORIGINAL



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: (602) 519-2100

Priority: Respond Within Five Days

Opinion No. 2005 - 48216 Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Helena Last: Reilly

Account Name: Helena Reilly Home: [REDACTED]

Street: [REDACTED] Work: (000) 000-0000

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:

Customer is opposed to rate increase. 20% increase is an outrageous amount to request.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/10/05 Opinon noted and filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 11/10/2005

Opinion No. 2005 - 48216

RECEIVED
2005 NOV 14 P 3:39
AZ CORP COMMISSION
DOCUMENT CONTROL

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 - 48191

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Mary Last: Green

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:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION. CUSTOMER WROTE:

1.7% "temporary" increase, plus 20% proposed now, plus 5% to be asked for later.
Enough! I am retired on a teacher's pension, which does not increase enough to match inflation in all areas, far less meet the exorbitant demands of APS for guaranteed profits.
This recent request from APS is truly the last straw.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

ACC e-mailed a reply back to the customer to advise that her e-mail was received and that her comments are now part of the official record and a copy was placed in the docket. CLOSED.
End of Comments

Date Completed: 11/10/2005

Opinion No. 2005 - 48191

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48192

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Kimberley M Strickland

Account Name: [REDACTED]

Home: [REDACTED]

Street: N/A

Work: (000) 000-0000

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. CUSTOMER WROTE:

How do I inform the commissioners of my opinions regarding this ridiculous request by APS for a 20% increase in their rates.

Kimberley M. Strickland

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

11/10/05-ACC spoke to Ms. Strickland who wanted to address all the Commissioners on how she feels about the increase and wanted confirmation if she could write them a letter to express her displeasue with the company's rate request. I told her she could write them a letter. CLOSED.

End of Comments

Date Completed: 11/10/2005

Opinion No. 2005 - 48192

FILE IN [REDACTED] E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 512-8811

Fax: (602) 512-8811

Priority: Respond Within Five Days

Opinion No. 2005 - 48227

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Brent & Arleen

Snow

Account Name: Brent & Arleen Snow

Home: (602) 512-8811

Street: [REDACTED]

Work: [REDACTED]

City: Maricopa

CBR:

State: AZ Zip: 85239

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customers called to voice their displeasure with APS' rate increase request. They feel that as consumers, they should not be held responsible for problems with Palo Verde.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and have a copy placed in the docket. CLOSED.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED] 19

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48219

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Phil

Ittel

Account Name:

Phil Ittel

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

Payson

CBR:

State:

AZ

Zip: 85547-0600

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Customer called to comment that he hopes the ACC does not grant APS the 20% increase the company is seeking. He feels its very unfair and somebody should keep the company in check.

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 put a copy in the docket. CLOSED.

End of Comments

Date Completed: 11/10/2005

Opinion No. 2005 - 48219

File in doct 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 - 48215

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

John

Chess

Account Name:

John Chess

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

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:

Customer is opposed to rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/10/05 Opinon noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/10/2005

Opinion No. 2005 - 48215

File in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48211

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Charles

Zellers

Account Name:

Charles Zellers

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR:

State:

AZ Zip: 85345

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

Opinion against rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 11/10/2005

Opinion No. 2005 - 48211

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 - 48256

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Evelyn

Corl

Account Name:

Evelyn Corl

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Glendale

CBR:

State:

AZ Zip: 85308

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 copied the Commission on the following letter to APS received by the Commission 11/9/05 -

November 7, 2005

Jack E. Davis, President and CEO
Arizona Public Service
Mail Station 8516
P.O. Box 53999
Phoenix, Arizona 85072-3999

25% IS TOO MUCH! (26.7% proposed)

You're right, "The reason won't come as a surprise." The spin went in before Katrina hit. Of course, there's also the war, terrorist's threats, insufficient refineries, outdated equipment add the Indians, and the list grows, setting the stage for higher prices. We heard one dire prediction after another. In the mean time, oil companies posted record profits.

This should come as no surprise to you, "We the People don't believe a word of it!" Bluntly, you are taking gross advantage of a contrived situation. Even if any of it is true, whose fault is it? Why aren't power companies fighting their cost increases? Why have you neglected maintenance? Why is it that every time this sort of situation happens, CEO's, Corporate Officers, and stock holders get richer while the rest of us are asked to take pay cuts, tighten our belts ... or get pink slips? The system doesn't ring true.

If all these reasons are real, then everybody should be suffering, not just the wage earner. What will your pay cut be? What is your family going to do without? What sacrifices will you make? It is personal, and I don't hear you crying about these consequences that we must face. We the People also know that you are just one of the catalysts. Every business, including government, is going to jump on the same bandwagon using the same

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

excuses, and costs will skyrocket! We the People will struggle for survival while the privileged play their game of 'top this'. The fallout will not disturb you in the least. You use fancy rhetoric, but you are not looking out for the public, not at this rate.

The real tragedy is that We the People have become so accustomed to abuse and the helplessness. Our vote doesn't change anything; politicians have deaf ears. If government upholds this request, it will prove their complicity in the injustice. All I can do is write a letter. Pretty pitiful, isn't it, considering we are supposed to have government "...for the people." Perhaps the reason we don't have representation by the people ..." is that those whom we 'hire' don't live the same as the rest of us, either, with shrinking incomes and disappearing freedoms. You all lose perspective.

This sounds corny, but it makes the point. What government and big business need is to hire housewives to plan their budgets. Believe it, they are the experts for setting priorities and getting the most out of every dime. (And, can you imagine asking a husband for more!) Let that be your guide. Re-evaluate your priorities and sharpen your pencils. 25% is too much under any circumstances. More money is not the answer; spending less wisely is!

Respectfully,

Evelyn Corl
[REDACTED]

Glendale, AZ 85308

Cc: Arizona Corporation Commission
Utilities Division – Hearing
400 W. Congress
Phoenix, AZ 85003
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: 11/14/2005

Opinion No. 2005 - 48256

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 - 48255

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Martha R.

Brennan

Account Name:

Martha R. Brennan

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Sun City West

CBR:

State:

AZ Zip: 85375

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 sent the following letter to the Commission received 11/9/05 -

Arizona Corporation Commission
1200 W. Washington St.
Phoenix, Az 85007

Dear Sirs,

I have just been informed by APS that they will be putting a 1.7 % increase on our bills and a 5% increase in April of 2006. This is really to much.

They say the 5% increase is due to the Palo Verde Expenses. Why should we have to pay for APS screw up? Are they planning to light the path way to the poor house for users? What if the commercial users decide not to build here or expand because of the unreasonable raises in electric power bills.

GOOD FOR CONSUMERS AND THE STATE, I THINK NOT. PLEASE INVESTIGATE THIS MATTER AND DENY THE HUGE INCREASE! THANKING YOU IN ADVANCE FOR YOUR PROMPT CONSIDERATION OF THIS MATTER, I REMAIN.

YOURS SINCERELY,

MARTHA R. BRENNAN

[REDACTED]
SUN CITY WEST, AZ 85375

[REDACTED]
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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: 11/14/2005

Opinion No. 2005 - 48255

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2005 - 48249

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Barbara and Gair

Glasgow

Account Name:

Barbara and Gair Glasgow

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Prescott Valley

CBR:

State:

AZ Zip: 86314

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 sent the following letter to the Commission received 11/9/05 -

7 November 2005

Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Metro Phoenix, AZ 85007

Gentlemen,

We just received a letter from APS regarding their filing of a 20 percent increase in our electric prices. In addition to that they informed us that a 1.7 percent increase was awaiting approval and that a probably 5 percent increase would be asked for in April 2006. Now as we add that up that is 26.7 percent in increases in less than a year.

How many of you are getting 26.7 percent increases in the next year? We can guarantee most of your subscribers are not and especially the retirees living on a fixed income.

Be very sure when you are reviewing these increases that they are totally necessary and not so the CEO can get a billion dollar raise as is so often the case. If the CEO lives in a million dollar house, drives a huge expensive car and/or has his own plane maybe the company doesn't need an increase but someone to pare down the budget.

Ask all the utilities to cut their budgets so their companies are running as cost effectively as possible. After all that is what most of us subscribers are going to have to do to pay these inflated bills.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Barbara and Gair Glasgow

[REDACTED]
Prescott Valley, AZ 86314

cc: Jack E. Davis,
President and CEO
APS
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: 11/14/2005

Opinion No. 2005 - 48249

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 - 48245

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: M. A.

Zehrbach

Account Name: M. A. Zehrbach

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85016

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

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

Customer sent the following letter to the Commission received 11/9/05 -

Arizona Corporation Commission
Utilities Division -
1200 West Washington
Phoenix, AZ 85007

TO WHOM IT MAY CONCERN:

Received a nice little letter from Arizona Public Service this last week in regard to the upcoming request to the Arizona Corporation Commission for a 20% rate increase. This is on top of the increase related to fuel price adjustments and the 5% increase they are going to file later. This is highway robbery. Expecting customers (especially those who do not have gas service with APS) to pay for all of this. Why aren't the shareholders being asked to share this burden? Obviously they must be better taken care of than the users of the utility.

I trust you will give this outrageous request of APS careful consideration and make the increases more evenly allocated between customers and shareholders.

Sincerely,
MA. Zehrbach

[REDACTED]
Phoenix, AZ 85016

November 6, 2005

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48245

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 - 48209

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Eugenia M

Miskowicz

Account Name:

Eugenia M Miskowicz

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Phoenix

CBR:

State:

AZ Zip: 85085-1068

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING ATTACHED CORRESPONDENCE TO THE COMMISSION.

CORPORATION COMMISSION
1300 W. WASHINGTON STREET
PHOENIX, AZ 85007

RE: APS CUSTOMER NOTIFICATION FILING 20% INCREASE IN ELECTRIC PRICES.

I AM 78 YEARS OLD.

HAVE LIVED IN ARIZONA SINCE 1979.

MY SOCIAL SECURITY BENEFITS INCREASED BY: 1.4% IN 2003 (BECAUSE OF A RISE IN THE COST OF LIVING), 2.1% IN 2004, AND 2.7% IN 2005.

HOW CAN I AFFORD A 20% INCREASE IN ELECTRICITY?

SINCERELY,
EUGENIA M. MISZKOWICZ
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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/10/2005

Opinion No. 2005 - 48209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2005 - 48207

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mr. and Mrs. Ed Schwartz

Account Name: Mr. and Mrs. Ed Schwartz

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85009

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

November 7, 2005

Arizona Corporation Commission
1300 W. Washington
Phoenix, AZ 85007

RE: APS PROPOSED 20% RATE INCREASE

To Whom It May Concern:

We believe this proposed rate increase is prohibited and should not be allowed.

My wife and I are on a fixed income and find this action uncalled for.

Please ask all Commissioners to vote it down.

Thank you respectfully,
Mr. and Mrs. Ed Schwartz
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Customer's comments noted for the record and a copy placed in the docket. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/10/2005

Opinion No. 2005 - 48207

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48189

Date: 11/10/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Dave

Woehning

Account Name:

[REDACTED]

Home: (000) 000-0000

Street:

740 East Mingus Avenue

Work: (000) 000-0000

City:

Cottonwood

CBR:

State:

AZ Zip: N/A

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION. CUSTOMER WROTE:

Below is the actual letter to the editor I sent to our local paper regarding the latest APS rate increase requests, but my concerns are well spelled out. Please read the letter and I sincerely hope that the Corporation Commission will act in the best interests of the public. Thank you. David Woehning, Cottonwood, AZ.

This letter is for publication from Dave Woehning, 740 East Mingus Avenue, Cottonwood, 639-4433. I am also a subscriber. Thank you!

Editor:

I just read Dave Cappi's letter regarding the latest APS request for a rate increase, this time for 20% beginning in December, and another 5% in April, 2006, and . Of course, I appreciate his letter and am in total agreement with him. I wonder where he was, in fact where everyone was when I wrote two similar letters a few months ago on the same subject. This is a subject that hits everyone's bottom line, your wallet, and I didn't see a single letter in support of my own.

Part of the APS letter reads: "...Fuel costs are way up -- natural gas prices for example have tripled in the last three years..." Part of that three years was still when APS was giving us small decreases in our rates. So small, they weren't really noticeable, but nonetheless totaling about 10% over about 10 years. Didn't the APS management, or should I say mismanagement see that their costs were going up?

APS already received increases of 4.3%, and 1.7% (and I believe one other, but I'm not sure) in 2005. If these two latest increases are approved as requested by the Corporation Commission, this means that APS will have raised their rates at least 31% in approximately a year. The Federal Government tells us the cost of living has risen 4.1% over the last year and that for example is what the increase in Social Security will be. Just where does APS get off asking us to pay for their stupidity and lack of planning.

Is anyone besides me, and now Mr. Cappi ready to let the powers that be know that these increases aren't

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

acceptable? Why isn't the Arizona Corporation Commission not only denying some of these increase requests but investigating APS' business practices and planning? Why isn't Terry Goddard, our Attorney General, who was so vocal about gasoline price gouging, and rightfully so, investigating the gouging by APS, and their mismanagement that leads to these massive increase requests? These are elected officials, supposedly looking out for the welfare of their constituents. What are they doing?

I realize there are two sides to this issue, and am not saying APS might not need an increase, but it time to yank the chain, and let APS be responsible for their own tremendous errors in their own business practices. So, I can only urge everyone reading this letter to actually spend a small amount of time emailing or writing to the elected officials who can actually do something to stop this.

Write or email the following if you are concerned: THE ARIZONA CORPORATION COMMISSION, UTILITIES DIVISION, 1200 West Washington, Phoenix, AZ 85007-2996 or email at mailmaster@cc.state.az.us.
ATTORNEY GENERAL: Terry Goddard, Office of the Attorney General, Department of Law, 1275 West Washington Street, Phoenix, AZ 85007 or email at ag.inquiries@azag.gov.

Maybe some of you who read this letter can afford a 31% increase in your electric bill without batting an eye. I cannot, and no one I know can. I've provided the information, so please take a few minutes and do your part.

Dave Woehning
Cottonwood
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

ACC talked to Mr. Woehning and advised him that we received his e-mail and his comments would be made part of the record and a copy would be put in the docket. CLOSED.
End of Comments

Date Completed: 11/10/2005.

Opinion No. 2005 - 48189

FILE IN E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 543-2200

Fax: (602) 543-2200

Priority: Respond Within Five Days

Opinion No. 2005 - 48222

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jamey

Taylor

Account Name: Jamey Taylor

Home: (602) 543-2200

Street: 221 W. Camelback Rd.

Work: (602) 543-2200

City: Chandler

CBR:

State: AZ Zip: 85225

is:

Utility Company. Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: (602) 543-2200

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION. CUSTOMER WROTE:

11/04/05

CORPORATION COMMISSION
UTILITIES DIVISION
ATT: CONSUMER SERVICES
1200 W. WASHINGTON ST.
PHOENIX, AZ 85007

Greetings:

I am appauled and against this 20% electric rate hike.

APS wants their consumers to reimburse them for the cost of their fuel cost. No one reimburses me for my gas and why should a large company force us to pay for their fuel bill are they this desparate to ask for this?

The gas cost for APS has tripled so what? This should be their problem not us as APS consumers. Why should we be forced to feel the burden for APS for the unprecedented fuel prices for APS vehicles.

A high price has only become a necessity against us, but not for APS chairman for the greediness to rob the consumers out of our hard working funds. Why should we feel the burden due to APS because of their burden to rob us even more as a thief in the night.

Also APS wants to increase our electric bills 1.7% temporarily related to fuel prices adjustments pending before (AZ Corporation Commission). APS also wants to file another fuel price adjustment in April 2006 that could hit our electric bills even higher against us at additional 5% because of the Palo Verde related expenses. Are they nuts?

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

APS is misuing funds for our funds to pay electric bills and also presenting this to you to all our Arizona Corporation Commission to give them permission to rob us even more!!

APS does not like raising our bills - give me a break. They swore on TV, the Arizona Corporation Commission and newspapers no more rate hike, that was a lie and Mr. Jack Davis had this in mind all long. Mr. Davis and APS lied to us and to you to never have our price increase. I am strongly against APS proposal.

Sincerely,
Jamey Taylor
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

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

Date Completed: 11/14/2005

Opinion No. 2005 - 48222

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48241

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Jamey

Taylor

Account Name:

Jamey Taylor

Street:

[REDACTED]

Work: (000) 000-0000

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:

Corporation Commission
Utilities Division
ATT: Consumer Services
1200 W. Washington St.
Phx, AZ 85007

Greetings:

I am opposed and appalled that APS is going to increase our bills once again as usual. The APS Company wants you the Corporation Commission to increase our bills even higher once again. APS wants to request their rates by 1%.

They claim as of end of Sept or the end of Aug they would never increase our bills when they repair the electric towers.

APS wants to buy electric sources from other sources and slap our face with another hike, so they can squeeze more money from us from other sources to pay for their financial burden.

When is enough hikes with APS is enough!!!

When they repaired the APS towers or replace the towers for new ones and they would never hit us with any more hikes what happened? They lied to us the consumers and to you the Corporation Commission.

When is enough is enough on hikes against the consumers?

When electric bills gets higher and higher one may not be able to pay electric bills on one's fixed income?

Sincerely your,
Jamey Taylor

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/14/05 Comments noted for the record and docketed under E-01345A-05-0816. Close.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48241
