

file in E-01345A-05-0816



0000038198

ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49158

Date: 1/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Richard

Zambrano

Account Name: Richard Zambrano

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

Dick Zambrano
[REDACTED]
Sun City, az 85351
[REDACTED]

RECEIVED
2006 JAN 10 P 2:23
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
1200 W. WASHINGTON
PHOENIX, AZ 85007
1/6/06

Dear Sir

I am a customer of APS and would like to make my comments on so called increase hike which is outrageous from my point of view, APS seem to think that the public has a money tree in their back yard, I am a senior citizen on a fixed income and have a low income account and living here in a retirement such as Sun City, I'm sure there are plenty of other seniors on a fix income and can barely make ends meet and for you to increase by twenty percent is not very practical, and yours truly will be asking everyone who is concerned to either call or write to your office personally, (APS)main office,your just like the big Oil companies who will do anything to make a few bucks, or should I say millions, and if they had just increase by a few percent, it might have been more acceptable, but not the twenty per cent, so please have them go back to the drawing board and rethink your figures. I would like forthem to be in our shoes financially wise, and then see if they could handle the twenty per cent increase, I also hope the AZ Commission will be checking into this matter very seriously before allowing them (APS) to do anything with the propose hike raise.

Unhappy APS Customer in Sun City
them

ARIZONA CORPORATION COMMISSION
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Richard Zambrano
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Received customer's Opinion against the proposed rate increase.
I then emailed customer the following reply:

Mr. Zambrano,

I have received your Opinion against the proposed rate increase by Arizona Public Service Company as I will enter your comments into our database for the record. A copy of your letter will also be submitted to Docket Control. Thank you for taking the time to express your Opinion using this medium: email.

Sincerely,

Richard Martinez
Arizona Corporation Commission
Consumer Service Analyst II

1/10- CLOSED.

End of Comments

Date Completed: 1/10/2006

Opinion No. 2006 - 49158
