

ORIGINAL

E-01345A-05-0816



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49153

Date: 1/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Dale and Eleanor Schooley

Account Name: Dale and Eleanor Schooley

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Quartzsite

CBR: [REDACTED]

State: AZ Zip: 85359

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

E-01345A-05-0816*

Customer sent the following e-mail to the Commission received 1/4/06 -

We would like to file an objection to the upcoming APS rate change which we believe is 20%.

They filed for this rate hike when fuel costs were at the highest in lifetime history, now fuel cost are about 2/3 of that.

We live in Quartzsite where the average age is something like 66 years, most of these people are sub standard income level. With medical costs soaring soon it will be many of these people will need to choose between which necessities of life to live without. It is a false economy to go without heat, cooling, food or medical care because it then adds to the actual cost that taxpayer will need cover.

We did write to object to the rate increase to APS only to get a form letter back with the CEO name in a rubber stamp. There was no indication anyone in that office actually read our protest as they did not answer to our objections. Mainly in September of 2003 and 2004 if our memory serves us correctly we were without power for about 24 hours each time. There is a high tension line which runs through Quartzsite that could have a grid that could supply power during outages. With three large grocery stores and many restaurants food spoilage from these outages could well run into over \$100,000.00. While we understand this may not be an APS line it seems to us there is a provision for an exchange of power between different suppliers. The only remedy those who can afford it is to purchase standby power. We have been to Soldiers Grove Wisconsin to inspect their Solar Power System, if that can work in this northern area with many times the cloudy weather it can be more feasible in our area of mostly sunshine days.

Dale & Eleanor Schooley, Quartzsite AZ [REDACTED] 85359 [REDACTED]

End of Complaint

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Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 1/9/2006

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