

ORIGINAL



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

L700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49168

Date: 1/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Barbara

Gordon

Account Name: Barbara Gordon

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-06-0009

From: BARBARA GORDON [REDACTED]
Sent: Sunday, January 08, 2006 10:33 AM
To: Utilities Div - Mailbox
Subject: Fw: APS rate increase requests

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 JAN 10 A 8:24

RECEIVED

----- Original Message -----

From: BARBARA GORDON
To: mailmster@cc.state.az.us
Sent: Saturday, January 07, 2006 4:31 PM
Subject: APS rate increase requests

January 7, 2006

Arizona Corporation Commission

I have read a letter from Jack E. Davis, President and CEO of APS as well as several news articles as to requests made or to be made by APS for rate increases. These requests appear to include a "temporary" increase of 1.7%, a 20% increase as filed in November 2005, a future 5% and, most recently, a 14% "emergency" increase. The requested increases are in addition to an increase (I believe it was 4.5%) granted to APS in 2005. Although the Corporation Commission has previously stated that they are at least twenty months away from acting on the 20% increase request, this new request for an "emergency" 14% increase appears to be an end-run attempt to have the increase approved and effective by April 1, 2006.

I realize that APS has had higher fuel costs. But so have we all. Not only are we paying higher gasoline costs,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

but also our costs have increased for many other items and services affected by higher energy costs, including food, clothing, air travel, waste removal, and the like. Every company passes it's increased cost of doing business on to the consumer. No company, and APS most of all, is willing to absorb any of the burden.

I live primarily on Social Security. I am not in a position to continue to pay higher energy bills so that the officers and directors of APS can maintain their present salaries, bonus and benefit packages. APS sponsors many events which are considered of benefit to the community, such as Zoo Lights and the Electric Light Parade. Although APS gets community appreciation for its sponsorship of these events, in fact we the customers of APS are paying the tab.

I suggest that APS cease all sponsorship of community events and that the officers and directors take some reduction in salaries, bonuses and benefits commensurate with the loss at which APS appears to be operating until such time as APS is able to operate at a profit without exorbitant rate increases.

Please inform me of all hearings on the requests made by APS. My E-mail address is: gohar31@msn.com or you may mail notice to me at my address below.

Thank you for your courtesy.

Barbara Gordon
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 1/9/2006

Opinion No. 2006 - 49168

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49167

Date: 1/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Frank

Holmes

Account Name: Frank Holmes

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-06-0009

From: frank holmes [REDACTED]

Sent: Saturday, January 07, 2006 7:47 AM

To: Utilities Div - Mailbox; hearingsdiv@cc.state.az.us; Legal Div - Mailbox

Subject: APS

To whom it may concern:

Below is my reaction to Mr Davis latest propaganda letter.

My problem is that 25% rate increase is going to be very Tough on APS customers and that if APS is under the duress Mr Davis says APS is in.

I don't want you to forget that commissioners were put there to serve the public not the corporations.

If APS is having all the problems Mr Davis states it is, we need to see why and how and fix it BEFORE you require the people of the state of Arizona to cough up another 25%.

In this letter he sent out to APS customers he said we are facing a California like crisis. earlier in the same letter he said it was because of the increase in the price of natural gas that has caused this.

I am a small business man. last March my car blew up and just last month my laptop was stolen. Did that mean that I get to raise my rates because of my blown up car or stolen laptop?

that's not how business works out there in the real world.

Its about time that government as well as big business starts living in the real world.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I will be present at any hearings monitoring verifying you commissioners are doing your jobs.

Frank Holmes
Phoenix AZ

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This Letter is no more than an open confession that ASP has been mismanaged
Mr Davis it was under your and your management team tenure that APS credit has earned the junk credit rating
you state it has.

I feel that the first thing that needs to be done is that you & well as your management team need to be "relieved
of your positions" effective immediately no severance no bonus no nothing except your final pay check and 1
hour to vacate your office.

After further investigating I feel that your parent company needs have malfeasance charges brought against it for
letting APS deteriorate to the "emergency status" you say it is in.

APS as a business apparently is a failure. Perhaps APS needs new ownership it definitely needs new
management.

As I told you 2 months. I was not going to let YOU get a one cent rate increase. I am going to fight APS and this
all the way.

until you and the entire management team of APS are gone as well as Pinnacle West relinquishes APS to either
the City of Phoenix or the state of Arizona i will be fighting you.

Mr Davis you & your management team have run APS into the ground and put many thousands of Arizonians at
risk.

You say California electric crisis well theirs had ENRON roots. and you say Arizona is facing that. humm...

Its time to open up APS and see what been going on.

Frank Holmes
Phoenix AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 1/9/2006

Opinion No. 2006 - 49167

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2006 - 49181

Date: 1/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Martin D.

Farrell

Account Name: Martin Farrell

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-06-0009

From: [REDACTED]
Sent: Saturday, January 07, 2006 7:53 AM
To: Utilities Div - Mailbox
Subject: APS rate increas

I firmly object to the rate increase requested by APS. Their request is a cover up for mis-management and their disregards of the laws regulating pension funding.

It is a great gimmick, have rate payers pay for under funding of their pension program so that pensions for over paid executives can be guaranteed.

I trust you will deny their request.

Martin D. Farrell
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 1/10/2006

Opinion No. 2006 - 49181

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49184

Date: 1/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Paul

Benchwick

Account Name: Paul Benchwick

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-06-0009

From: paul benchwick [REDACTED]

Sent: Saturday, January 07, 2006 4:35 PM

To: Utilities Div - Mailbox

Subject:

I wish to express my strong objections to the outrageous rate hike of 20% requested by APS. If you went to the doctor and he or she shoved down your throat a 20% fee hike you'd scream bloody murder and have Teddy and Hillary all over their case. Do not comply with this demand

Paul Benchwick

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 1/10/2006

Opinion No. 2006 - 49184

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 49169

Date: 1/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: James J.

Spellman

Account Name: James J. Spellman

Home: (000) 000-0000

Street: 17237 North 57th Avenue

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:

DOCKET NO. E-01345A-06-0009

From: James J. Spellman [REDACTED]
Sent: Sunday, January 08, 2006 10:39 PM
To: Utilities Div - Mailbox
Cc: jack.davis@pinnaclewest.com
Subject: APS proposed rate increase

Dear Commission Members:

I am writing to encourage you to vote "NO" to APS's proposed rate increase of 19%. After reviewing Mr. Davis' e-mail sent January 7 to customers explaining to need for the increase, I can understand that fuel costs have increased nationwide, but cannot understand why Pinnacle West's credit rating has eroded to a point that officials must now ask the commission to allow a 19% increase in rates.

While it is the commission's duty to ensure that utilities provides power at reasonable rates, I believe that there are other equitable solutions that can be reached between Pinnacle West, the Commission, and the consumer.

Perhaps if the commission would allow APS to pass on additional costs of extending lines to developments instead of the consumer that have paid for service for years. I believe that developers should help defray these costs for developments that extend into suburban areas. I cannot argue that a 5% surcharge must be paid for fuel costs, but 19% is unreasonable.

I'd like to hear your opinions.

Sincerely yours,

James J. Spellman, an APS Residential Customer

ARIZONA CORPORATION COMMISSION
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17237 North 57th Avenue
Glendale, Arizona 85308
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed.
End of Comments

Date Completed: 1/9/2006

Opinion No. 2006 - 49169

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49183

Date: 1/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Carol

Mansfield

Account Name: Carol Mansfield

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-06-0009

From: Carol Mansfield [REDACTED]
Sent: Saturday, January 07, 2006 9:30 PM
To: APS
Cc: Utilities Div - Mailbox
Subject: Re: Important News!

Dear APA,

Many more people including myself, now know we can save significant fuel and significantly reduce the need for more power plants by planning and implementing a stronger program of PV power for individual residents and businesses. I do not support use of more natural gas, oil or coal when other advanced countries such as Germany, Spain, France and Switzerland (and other US states such as California, New York, Virginia, etc.) have already adopted strong programs and committed to major increases of solar power for each year over the near future. APS can and should be doing this for security and environmental reasons as dispersed power is much safer and tremendously more efficient than centralized power and power transmission.

It is now common knowledge that California's crisis was in great part due to the Enron scandalous price manipulations. Californian's now have a strong PV program as you know, because the citizens and rate payers demanded it.

I cannot support the APS request or reasons for requests without a serious and much stronger commitment on APS's part to photo voltaic energy both for dispersed (individual) and centralized sources.

Thank you.

C. Mansfield

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 1/10/2006

Opinion No. 2006 - 49183

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49182

Date: 1/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Dave

Woehning

Account Name: Dave Woehning

Home: [REDACTED]

Street: n/a

Work:

City: Cottonwood

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-06-0009

From: Dave Woehning [REDACTED]

Sent: Saturday, January 07, 2006 9:14 AM

To: Mayes-WebEmail; mundell-web@cc.state.az.us; Hatch-WebEmail; Spitzer-Web; Gleason-WebEmail;
Utilities Div - Mailbox

Cc: aps@aps.com

Subject: APS-EMERGENCY Rate Increase Request

1/7/06

Commissioners:

Mr. Hatch-Miller, please pay particular attention to a paragraph below.

Yes, I'm writing again. I just received an email letter from Jack Davis of APS, and read basically the same information in an article (online) from the Arizona Republic, about their request for an emergency increase. An increase that will, according to Mr. Davis, raise my heating and other electrics costs immediately by 19%. If you approve it that is.

ARIZONA CORPORATION COMMISSION
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"APS executives say they need the money to lift the Phoenix-based utility out of a financial jam that threatens to sink the company's corporate bond rating to junk status." Did I, the consumer cause this problem? No, I've always paid my bills on time, early actually, and never complained if there would be a small increase. Should I suffer greatly because of APS' poor planning, poor investing, and terribly poor management? I truly don't think so.

"We do understand that nobody likes price increases. We worked hard at APS to reduce rates 16 percent in the 10 years between 1992 and 2003 even as the Consumer Price Index increased more than 30 percent." Again, did the consumer ask APS to act so foolishly? This particular action was sheer stupidity on the part of the APS Management. If the CPI was increasing, their costs were increasing, and yet they were decreasing our rates?

Did the consumer cause APS to have a \$472 Million pension fund gap, \$218 Million of which they want to recoup from all these increases. (APS admits this.) Should the consumer pay for this? Again, I don't think so.

I live on a fixed income of \$1132 per month. That is an increase of 4.1% over last year, and I'm lucky. I know many people who aren't getting anything, or at any rate, nothing close to 4.1%. What am I supposed to do if all of a sudden my electric bill goes up \$20 or more. Should I stop seeing my doctor, which costs me \$15, should I decide I should stop taking one prescription? Should I cut down \$20 or more on my groceries, which are spare at best? What am I supposed to do? Please tell me, and then tell me why the APS management and stockholders and parent company should be excused for their inexcusable business practices.

A quote from Commission Hatch-Miller: "'I'm sure plenty of people will say it's outrageous," said Jeff Hatch-Miller, commission chairman. "But when viewed in the context of what is going on in the national and international energy market, I can see what a difficult position the utility is in." Here is to you Mr. Hatch-Miller. Add in everything and more that I've listed above to your "context", and what do you come up with? You come up, or you should come up with total irresponsibility on the part of APS and if you grant these requests, you are just condoning this. Are you truly going to let the consumer get harmed to this extent?

I've read time and again, that according to the Commission itself, and the courts, the Commission's first responsibility is to the consumer. This time, APS, their parent company, their stockholders need to take the hit. Not me, not any APS customer.

Consumers and voters tend to have a long memory. I just don't see how any of you can live with yourselves if you allow all of us to be harmed to such an extent because of APS' poor management.

Thank you for your time.

Dave Woehning
[REDACTED]
[REDACTED]

End of Complaint*

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 1/10/2006

Opinion No. 2006 - 49182
