

FILE E-01345A-05-0816

ORIGINAL



0000040003

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4786

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49473

Date: 1/25/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Olga

Jackson

Account Name: Olga Jackson

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

January 17, 2006

Arizona Corporation Commission
Utilities Division
1200 W. Washington
Phoenix, AZ 85007-2996

REF: APS Requests for Rate Increases

Dear Commission Members:

I have read several news articles as to requests made, or to be made, by APS for rate increases. These requests include a "temporary" increase of 1.7%, a 20% increase filed in November 2005, a future 5% and then on top of it all a 14% "emergency" increase. This all added to the increase granted APS in 2005.

We have all incurred tremendous increases in many items due to the higher fuel costs. Food, clothing, travel have all escalated in price. Every company passes it's increased cost of doing business on to the consumer. We, the consumers, bear the brunt of all the increases - not the companies concerned.

As a retired person I live on a modest, fixed income and will not be able to afford these skyrocketing increases. Perhaps the officers and directors of APS could modify their bonuses and benefits to help APS to operate at a profit without all these exorbitant rate increases.

Please notify me of all hearings on the requests made by APS. My e-mail address is: o.jackson7@cox.net.

Thank you for your courtesy.

RECEIVED
2006 JAN 26 P 3:40
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Olga Jackson
[REDACTED]

Sun City, AZ 85373-1617

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Received Opinion against the proposed rate increase. I entered this Opinion into our database and will now docket for the record. CLOSED.

End of Comments

Date Completed: 1/25/2006

Opinion No. 2006 - 49473

FILE IN E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49491

Date: 1/26/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Steve

Ramar

Account Name:

Steve Ramar

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

[REDACTED]

CBR:

State:

AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received following e-mail dated 1-25-06:

From: steve ramar [REDACTED]
Sent: Wednesday, January 25, 2006 9:36 AM
To: Utilities Div - Mailbox
Subject: APS Rate Hikes - Time To Merge...

Please do not cave into APS's demands for even more rate hikes. We ratepayers are paying QUITE enough already. Please remember that when any one company cannot manage its affairs competitively, it has an obligation to seek stronger partners or to cease to exist. I see NOTHING wrong with SRP taking over as the valley's only power supply. I see NOTHING wrong with SRP acquiring APS and streamlining operations.

I have worked at APS, and can tell you there are WAY too many executive positions and too many administrative positions. All they have to do is focus on their primary goal: Providing Power, and eliminate all executive & administrative positions that do not DIRECTLY contribute to that focus.

Think about it. When a computer maker can't hack it in the market, it either disappears or merges with another computer company. Same with banks. Same with home electronics. If APS is really on the brink, and in such awful financial condition, you owe it to us ratespayers to put APS out of its (and our) misery, and force a merger with SRP. Since SRP has shown significant competence in streamlining its operations, it would be entirely appropriate for SRP to be the dominant force in the merger, for SRP to have governance over APS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

1-26 I replied with the following e-mail: Dear Mr.. Ramar: . Thank you for taking the time to express your opinion in this matter. Your comments have been noted for the record in this matter.

1-26 I e-mailed this OPINION info to J.LaPorta @ Phx Cons to have it docketed. File closed.
End of Comments

Date Completed: 1/26/2006

Opinion No. 2006 - 49491

FILE IN E-01345A-05-0916

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49489

Date: 1/26/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lenore

Velky

Account Name: Lenore Velky

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Camp Verde

CBR:

State: AZ Zip: 86322

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received following e-mail dated 1-25-06:

From: Lenoreart@cs.com [REDACTED]
Sent: Wednesday, January 25, 2006 11:19 AM
To: Utilities Div - Mailbox
Subject: APS

I am writing to ask you to say NO to APS and their requested rate hike!! Instead of asking the consumer to pay more they can tighten their belt and cut back on their sponsorships and TV Advertising etc.... It is bad enough when I look at my bill and 54% of it goes for their services and fees. Where I live in Camp Verde the electric service is not that dependable and I have been told that they just cannot afford to update the neighborhood. I do not believe that APS deserves any more of our money!

Thank You for your time,
Lenore Velky

[REDACTED]
Camp Verde, AZ 86322

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1-26 I replied via e-mail with the following: Dear Ms. Velky: Thank you for taking the time to express your opinion in this matter. Your comments have been noted for the record in this matter.

1-26 I forwarded this OPINION to J. La Porta @ Phx Cons to be docketed. File closed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 1/26/2006

Opinion No. 2006 - 49489

File # E-013454-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49493 Date: 1/26/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Janie & Mike Shiel

Account Name: Janie & Mike Shiel

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Scottsdale

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received following customer e-mail dated 1-25-06:

From: Janie and Mike Shiel [REDACTED]
Sent: Wednesday, January 25, 2006 7:38 AM
To: Utilities Div - Mailbox
Subject: APS

Why does APS continually seek rate increases when we don't hear the same dire news from SRP? I am sick of bailing out APS for poor business/investment decisions.

Can I switch to SRP? If not, can the rules be changed to allow for me to choose SRP? I live in Scottsdale.

Do not approve any more rate increases from APS until they have done and can prove satisfactory corporate belt tightening.

Janie Shiel
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I replied with the following e-mail: Dear Mr. and Mrs. Shiel: Thank you for taking the time to express your opinion in this matter. Your comments have been noted for the record.

1-26 The customer's OPINION information forwarded to J. LaPorta @ Phx CONS to have this docketed. A separate INQUIRY 2006-49495 was issued to address the customer's question on switching to SRP. My reply to the customer was consolidated to address both the INQUIRY and OPINION. File closed.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 1/26/2006

Opinion No. 2006 - 49493
