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A subsidiary of Pinnacle West Capital Corporation

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50

January 30, 2006

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AZ CORP COMMISSION
DOCUMENT CONTROL

Mr. Ernest Johnson
Director, Utilities Division
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

RE: AUTO-DIALER PILOT PROGRAM JANUARY 2006 QUARTERLY REPORT, SETTLEMENT
AGREEMENT PARAGRAPH 32 (f) AS REQUIRED BY DECISION 68112
DOCKET NO'S. E-01345A-04-0657 AND E-03145A-03-0775
13

Dear Mr. Johnson:

Pursuant to Paragraph 32(f) of the Commission-approved Demand Estimation Settlement, APS changed its procedure of using an auto-dialer to attempt customer contact when the account had experienced consecutive months of estimated reads due to no-access. The change was the creation of a pilot program to call customers after the second consecutive estimated read instead of the third. This pilot went into effect in June of 2005. Calls are attempted between 1 and 4 days prior to the customer's scheduled meter read date.

The attached page shows the numbers of two- and three-month consecutive estimated reads due to customer-controlled no-access for the second quarter immediately following the change to the auto-dialer procedure.

At this time there is not enough information to evaluate the effectiveness of the auto-dialer program. APS will continue to evaluate the results in an effort to measure the effectiveness of the program.

If you have any questions please feel free to call me at 602-250-3933.

Sincerely,

David J. Rumolo
Manager
Regulation and Pricing

Attachment

DJR/jms

cc: Brian Bozzo, Compliance Officer
Docket Control, original plus 15

ACCOUNTS WITH 2 OR 3 CONSECUTIVE MONTHS OF NO ACCESS TO METER

4th Quarter 2005

CYCLE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	TOTALS
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October 2005	32	39	NA	13	36	31	22	50	39	49	NA	35	45	52	36	28	20	38	46	51	24	686	
2nd Consecutive Month of No Access																							

	14	15	9	11	16	15	9	24	17	10	13	12	19	20	19	16	6	15	23	20	14	317	
3rd Consecutive Month of No Access																							

November 2005	26	40	33	23	30	42	29	48	33	21	24	84	53	39	54	38	30	44	48	37	34	810	
2nd Consecutive Month of No Access																							

	12	11	15	9	9	17	9	15	19	5	6	7	19	17	19	17	15	17	21	16	16	291	
3rd Consecutive Month of No Access																							

December 2005	38	22	31	20	24	41	23	49	43	25	28	NA	48	47	40	43	27	35	54	51	32	721	
2nd Consecutive Month of No Access																							

	11	10	11	9	9	14	9	19	16	6	8	17	21	23	15	13	11	14	19	16	9	280	
3rd Consecutive Month of No Access																							