



ORIGINAL ARIZONA CORPORATION COMMISS.
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49709

Date: 2/6/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Eileen

Marshall

Account Name: Eileen Marshall

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 05068

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

APS is asking for a substantial rate increase which I oppose. I feel that an increase is justified but the amount requested is too much. The inept way the transformer shipping & repair was conducted would be laughable if it wasn't so costly. I don't feel APS is running a "tight ship". Where are the economies that could be made by having meters read by customers with computers 50% of the time? I am a senior citizen and between the natural gas, proposed electric hikes & gasoline prices I am cold, using flourescent bulbs that are basically too dim and stuck at home.

I hope that you remind yourself that we have people in poverty and older citizens just getting by when you decide what is fair for all sides. How about considering our proximity to a nuclear power plant and the risk inherent and give us a discount?

Cordially
Eileen Marshall
Phoenix AZ
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

(E-01345A-05-0816) Entered into our database for the record and docketed. CLOSED.

End of Comments

RECEIVED
2006 FEB -7 A 9:33
AZ CORP COMMISSION
DOCUMENT CONTROL

Date Completed: 2/6/2006

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