



ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50310 Date: 3/10/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Jessie Last: Sheltra

Account Name: Jessie Sheltra Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Yuma CBR: [REDACTED]

State: AZ Zip: 85366 is: [REDACTED]

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

From: Jessie Sheltra [REDACTED]
Sent: Thursday, March 09, 2006 12:02 PM
To: Utilities Div - Mailbox
Subject: APS requested increase

RECEIVED
2006 MAR 24 A 10:15
AZ CORP COMMISSION
DOCUMENT CONTROL

To whom it may concern,

I am very concerned about the APS notice I received regarding their request for an additional increase to the electric bills. It disturbs me to read in their own news letter that a major rating agency downgraded their credit rating to "junk" status. I have to assume there are other reasons for that that they did not put in their news letter...

I don't think the consumers should be penalized for they're "junk" rating. I hope this e-mail will be recorded as an opposition to their request.

I find it surprising that in Arizona, especially in Yuma where I live, no companies seem to be taking advantage of all the wonderful natural resource such as wind and sunlight for power. Perhaps you can pass along my suggestion that instead of increasing customers rates, supposedly due to an increase in APSs need for natural gas, that they look elsewhere for "free" natural resources to tap into.

Respectfully,
J. Sheltra

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following:

Dear Jessie Sheltra:

I am in receipt of your email, and I will enter your Opinion into our database for the record and will also have it docketed so that the Commissioners will have an opportunity to read your concerns regarding the proposed rate increased being request by Arizona Public Service Company.

I thank you for using this mode (email) in communicating with the Arizona Corporation Commission.

Richard Martinez
Consumer Service Analyst II
Arizona Corporation Commission
End of Comments

Date Completed: 3/23/2006

Opinion No. 2006 - 50310

E 01345A-06-0009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50564

Date: 3/23/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Lou

Savenelli

Account Name:

Lou Savenelli

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 # E-01345A-06-0009

From: Lou Savenelli [REDACTED]

Sent: Thursday, March 23, 2006 10:32 AM

To: Utilities Div - Mailbox

Cc: Lou Savenelli

Subject: RE: continued -- Electrical Utility Increases

RE: APS REQUEST FOR AN INCREASE IN RATES.

I'M OPPOSED

AZ Republic Article on March 21 reports APS's need for a \$233 million increase.

APS truly believes by year-end they'll have a 27% increase for the year.

APS just keeps coming back for more money. "WE CAN JUST CHARGE THE USERS"

WHAT IS APS DOING TO MANAGE AND CONTROL ITS EXPENSES? CUTS? CONTROLS?

NOTHING AS FAR AS THE PUBLIC KNOWS. - JUST HOW MUCH MORE MONEY DO THEY WANT.

DISAGREE - REJECT THEIR REQUEST. THEY NEED TO FIRST GET CONTROL OF THEIR BUSINESS.

PREVIOUS WEEK - AZ REPUBLIC REPORTS THAT APS HAS A PROBLEM AT THE NUCLEAR FACILITY AND THEY HAVE TO REPLACE SOME PIPES. Fine, I'm all for maintenance, preventative matnintence, up-keep, etc.

ARIZONA CORPORATION COMMISSION
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BUT WHY, ACCORDING TO APS DO THEY PLAN ON MAKING THE CHANGES/REPAIRS IN JUNE? THEY HAVE KNOWN ABOUT THIS

PROBLEM, WHY NOT FIX IT NOW WHEN ELECTRICAL USE/DEMAND IS CONSIDERABLY LOWER IN COOLER WEATHER??? THUS...

COST TO THE CUSTOMER WILL BE LESS.

INSTEAD THEIR REACTION IS "WE'LL PLAN TO FIX IT IN JUNE, THE COST TO PURCHASE NECESSARY ELECTRICITY FOR

OUR CUSTOMERS WILL BE HIGHER IN PEAK SUMMER MONTHS AND WE'LL [JUST] HAVE TO PASS THAT COST ON TO OUR USERS.

THAT IS A BLATANT, IRRESPONSIBLE APPROACH. I BELIEVE, THEY DON'T CARE. APS - WE WILL JUST KEEP GOING BACK TO THE CUSTOMER

TROUGH AND HITTING THEM WITH MORE INCREASES.

ALSO, TO THE BEST OF MY KNOWLEDGE APS RECEIVED AN INCREASE A FEW YEARS AGO - SPECIFICALLY FOR MAINTENANCE

UPKEEP AT THE NUCLEAR FACILITY. SO WHAT HAPPEN TO THAT MONEY? WHY ISN'T IT BEING USED TO 'FIX' THE CURRENT

PROBLEM???

APS CITES ONE OF THE REASONS FOR INCREASED COSTS IS THE RAMPANT, INCREASED BUILDING IN THE VALLEY. THEY SHOULD PASS THOSE INCREASED COSTS DIRECTLY TO THE DEVELOPERS AND USERS IN THOSE AREAS CREATING THE DEMAND. DON'T TAX ME FOR SOMEONE ELSE'S REQUIREMENTS.

YES, I TRULY BELIEVE, THE ARIZONA CORPORATION COMMISSION SHOULD REJECT ALL INCREASES FOR APS - UNTIL APS GETS ITS OWN HOUSE IN ORDER, MANAGEMENT CONTROLS THEIR EXPENSES AND THE ATTITUDE CHANGES ABOUT THE NONCHALANT MANNER IN WHICH THEY CONTINUE TO REQUEST INCREASES TO COVER THEIR EXPENSES AND SIMPLY PASS IT ON TO THE CUSTOMERS. MANAGE YOUR BUSINESS!!

I'M DOING MY SHARE TO ACTIVELY REDUCE MY ELECTRIC USAGE - AND, WITH CONTINUING INCREASES, MY BILL STRUGGLES TO REFLECT MY EFFORTS TO CONVERSE.

L. SAVENELLI

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L. SAVENELLI
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered and docketed.

From: [Bradley Morton
Sent: [Thursday, March 23, 2006 3:16 PM
To: [savenaz@cox.net'
Subject: [APS rate case opinion.

Your opinion against the APS rate case has been received, entered into our database and docketed.
End of Comments

Date Completed: 3/23/2006

Opinion No. 2006 - 50564
