



ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50811

Date: 4/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lee Ann

Richards

Account Name: W.G. Richards

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Mesa

CBR:

State: AZ Zip: 85205

is:

Utility Company. Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

Why is it that SRP is not trying for a rate hike? Are you not managing correctly? Our bill went from \$219 per month to \$295 per month on the Equalizer budget program. Its never gone up that much in the last 20 years. Why is SRP not trying to get a rate increase? Why can't I switch companies if I want to?

The following article was also attached to this Opinion:

GET APS out of sports sponsorship
Before APS is granted any more rate increases, scaling back it sponsorship of sporting events only slightly, from \$6.8 million in 2006 from \$7.4 million in 2005, needs to be explained.

APS should be treated by credit-rating agencies like any consumer. APS has earned its potential junk credit rating by reckless overspending.

I don't have a choice as to which power to choose, and I certainly don't feel any overwhelming need to subsidize sporting events so bloated officers can enjoy special boxes.

There should be a box to check on our utility bills indicating whether we want a portion of our electric payment going toward these unnecessary "services"

Wendy Erdwurm, Phoenix
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2006 APR -4 A 10: 03
AZ CORP COMMISSION
DOCUMENT CONTROL

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Docket E-01345A-05-0816

I called and spoke with customer and stated that I would enter their opinion within the ACC database and also have this Opinion docketed for that the Commissioners may have an opportunity to review their concerns prior to voting on this proposed rate increase before them.

CLOSED.

End of Comments

Date Completed: 4/3/2006

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