

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMISS. ...  
UTILITY COMPLAINT FORM

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Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50871 Date: 4/5/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: Victoria Lukensow

Account Name: Victoria Lukensow Home: (000) 000-0000

Street: [REDACTED] Work: (000) 000-0000

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:  
4/5/06 \*\*\*\*\* E-01345A-05-0816 \*\*\*\*\*

RECEIVED LETTER FROM MS. LUKENSOW:

March 29, 2006

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

Re: APS Request for Rate Increase

This letter may be too late, but I do want address a concern regarding APS' request for further rate increases. In order to show you my concern, I have enclosed a copy of my utility bill from Loveland, CO and my Sun City West APS bill. What bothers me most is not only the cost of the electricity, but the costs of the exorbitant fees and taxes. On my last bill my electrical usage totaled a mere \$12.60. But the total bill came to \$41.91. The difference in cost is \$29.31!!

However, if you look at my Colorado bill, the total cost is \$55.10. There is \$4.00 monthly service charge; the balance is taxes and cost of electricity (6.21 cents per KWH). The difference between the two is:

Loveland: 6.7 cents per KWH for the entire bill

APS: 12.3 cents per KWH for the entire bill

APS is almost double the price. Before raising our rates again, possibly APS should revisit compensation, not only for management and executives, but also for the generous benefits the employees enjoy. If the City of Loveland can deliver electricity, not only economically but efficiently, the APS should be able to do the same. Let

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the shareholders carry some of the burden for poor management decisions. No one forced them to buy APS stock; I don't have a choice as to my provider. I am opposed to deregulation, especially after the California fiasco, but there must be a time APS is held accountable. The cost of meter reading, delivery charge and all the other ancillary charges are exorbitant. Please, make APS accountable. They can do better.

Thank you for your consideration.

Sincerely,  
Victoria Luke sow

  
\*End of Complaint\*

**Utilities' Response:**

n/a  
\*End of Response\*

**Investigator's Comments and Disposition:**

4/5/06 I wrote the following letter to Ms. Lukensow:

April 5, 2006

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Lukensow:

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call the Utilities Division at (602) 542-4251.

Sincerely,

Al Amezcua  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/5/2006**

**Opinion No. 2006 - 50871**

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UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50841

Date: 4/4/2006

Complaint Description: 08E Rate Cases Items - In Favor

First:

Last:

Complaint By: Doug

Duess

Account Name: Doug Duess

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

4/4/06 \*\*\*\*\* E-01345A-05-0816 \*\*\*\*\*

RECEIVED E-MAIL FROM Mr. Duess

From: E DOUGLAS DEUSS [REDACTED]  
Sent: Monday, April 03, 2006 10:50 AM  
To: Utilities Div - Mailbox  
Subject: APS ...

Hello there, Corp. People ---

I must write you to ask that you people stop the foolishness and give APS a rate increase. Now, I am not one who wishes really to pay higher rates, but let's have a reality check here: Pay higher rates now, or pay much higher rates later!

If you're betting that the national credit rating agencies won't downgrade APS' to junk bond rating -- don't! Because if it happens, and it very well could if you people do not grant some relief to APS, bad things will happen to APS, to you, to the people of Arizona, and certainly to the credibility of the Arizona Corporation Commission!

I have no interest in this, other than as a rate-payer. I do not work for APS or any of the Pinnacle West companies.

I can remember some years ago when the late Bud Timms ran the Commission: that group never met an increase it didn't like. That was then, this is NOW. An increase granted now is the best insurance against APS keeping its current bond rating, and, therefore to continue to be able to borrow money at competitive rates.

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Yes, it's nice to hold down rates and overzealous increases, but this case is very serious in its widespread consequences. We all must bite the bullet now, or the gun will go off, with disastrous results!

Thank you for your attention,

Doug Deuss  


\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

4/4/06 I replied to Mr. Deuss by e-mail:

Good Morning Mr. Deuss,

This is to acknowledge your e-mail dated April 3, 2006 regarding Arizona Public Service ("APS") and their request to increase their rates. The Arizona Corporation Commission ("Commission") appreciates the time that you have taken to express your comments in this matter. Your comments have been noted and will become part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

Thank you,

Al Amezcua  
Public Utilities Consumer Analyst II  
\*End of Comments\*

**Date Completed: 4/4/2006**

**Opinion No. 2006 - 50841**

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