

Docket # E-01345A-05-0816



0000047855

ORIGINAL  
ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50974

Date: 4/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Joe

Asarisi

Account Name: Joe Asarisi

Home: [REDACTED]

Street: xxxxxxxxxxxxxxxxxxxx

Work:

City: [REDACTED]

CBR:

State: AZ Zip: xxxxx

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

RE: Docket # E-01345A-05-0816

4/10/06 - E-Mail Received:

From: asarisiaz [REDACTED]  
Sent: Sunday, April 09, 2006 2:23 PM  
To: Utilities Div - Mailbox  
Subject: APS

APS wants us to share our burden of rising fuel costs. Ok thats resonable, but why should I when they are not doing all they can to cut costs ?  
A large bonus program for managers ? Large travel costs ? Sports and entertainment perks ?  
Why should I pay more so they can blow money when they should be saving all they can ?  
The ACC should be looking at protecting the citizens from greedy corporatecrooks.

Thank you,

Joe Asarisi  
Peoria  
\*End of Complaint\*

Utilities' Response:

n/a  
\*End of Response\*

Investigator's Comments and Disposition:

RECEIVED  
2006 APR 14 P 3:55  
AZ CORP COMMISSION  
DOCUMENT CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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4/10/06 - E-Mailed to Customer:

April 10, 2006

Good Morning Mr. Asarisi,

I am writing to acknowledge your email regarding Arizona Public Service Company and their request to increase rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket# E-01345A-05-0816.

The Commission will consider your comments and concerns before a decision is rendered in the Arizona Public Service Company application.

Thank You,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Utilities Division  


\*End of Comments\*

Date Completed: 4/10/2006

Opinion No. 2006 - 50974

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51054

Date: 4/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Gene

Spilman

Account Name:

Gene Spilman

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR:

State:

AZ

Zip:

[REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

4/12/06 - OPPOSED TO APS RATE INCREASE:

RE: Docket # E-01345A-05-0816

Customer called to inform Commission of his opinion regarding the application for a rate increase APS is asking for.

Customer would first like to advise Commission of his opinion to a question asked by Commissioner Mayes regarding "Why Monopolies need to advertise?". Customer indicates there is no reason why APS should spend any monies on Commercials, when they currently insert extra flyers of advertisement and news letters within customer monthly bills.

Customer feels the same way the Commission allowed Stepped Decreases of rates within a five year span for APS within the 1990's so the company would not be severely effected all at once, APS should take that into consideration and offer Stepped Increases in the rate application so the public who is required to use APS, is not severely burdened all at once this would allow APS customers preparation.

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

4/12/06

Advised customer:

The Arizona Corporation Commission appreciates the time he has taken to express his comments and concerns regarding Arizona Public Service Companies application to increase rates, which will be noted and placed on file

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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with Docket Control Center of the Arizona Corporation Commission be made part of the record, and that his concerns will be taken into consideration by the Commission prior to a rendered decision.

\*End of Comments\*

Date Completed:

Opinion No. 2006 - 51054

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Docket # E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51030

Date: 4/11/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Stephanie

Krejci

Account Name: Stephanie Krejci

Home: [REDACTED]

Street: xxxxxxxxxxxxxxxxxxxxxx

Work:

City: xxxxxxxxxxxxxxxxxxxxxx

CBR:

State: AZ Zip: xxxxxxxxxxxxxx

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

4-11-2006 - E-MAIL RECEIVED:

RE: Docket #E-01345A-05-0816

From: Stephanie Krejci [REDACTED]  
Sent: Monday, April 10, 2006 1:11 PM  
To: Utilities Div - Mailbox  
Subject: APS

As an APS customer I would like to ask you to not allow APS to raise their rates. I read about them asking the Corporate Commission for rate hikes at the same time as giving out bonuses and advertising across the valley. Bonuses should only be given out when the company is doing well. APS obviously is not doing well when they keep asking for rate hikes because they are running out of money. Many of their repairs over the last couple years have been because they have not maintained their equipment properly. To spend money on advertising is a huge waste. It is not like they can attract new customers or unfortunately lose them. They should not be spending money in cases that don't help keep the plants and equipment up and running. I do not see how APS can have so many problems when SRP who has much better rate plans than APS is not constantly asking for rate changes.

APS claims stopping bonuses, advertising and giving money to professional sports would not be enough to fix their problems. However had they saved money and put it towards their plants maybe they would not be in the position they are in now.

So before you approve any rate hikes I hope you will assure that APS is forced to restructure to prove they will not becoming back with another requests in two months. They were allowed to raise their rates last year and yet they did not manage that rate hike well. It is not fair to keep forcing their customers to pay for their mistakes.

Sincerely,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Stephanie Krejci  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

4/11/06 - E-Mailed to Customer:

April 11, 2006

Good Afternoon Ms. Krejci,

I am writing to acknowledge your email regarding Arizona Public Service Company and their request to increase rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket# E-01345A-05-0816.

The Commission will consider your comments and concerns before a decision is rendered in the Arizona Public Service Company application.

Thank You,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Utilities Division

  
\*End of Comments\*

**Date Completed: 4/11/2006**

**Opinion No. 2006 - 51030**

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Docket # E. 01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50977

Date: 4/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Marlene

Louden

Account Name: Marlene Loudon

Home: [REDACTED]

Street: xxxxxxxxxxxxxxxx

Work:

City: xxxxxxxxxxxxxxxx

CBR:

State: AZ Zip: xxxxx

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

RE: Docket # E-01345A-05-0816

4/10/06 - E-Mail from Customer:

From: Mar [REDACTED]  
Sent: Sunday, April 09, 2006 11:14 AM  
To: Utilities Div - Mailbox  
Subject: APS rate hike

I read the article in this morning's paper.

APS continues to "cry wolf". The company I work for has had three rough years on profits and operating expenses. We, the employees, have not gotten bonuses or raises for two years. APS claims the bonuses are incentives to keep their valuable employees. Well, they could hire new employees, probably at a lower income if employees choose to leave.

They give employees all sorts of free sports event tickets... again, not necessary.

In the past three years my fuel costs have risen, too. My rent has also increased every year, my health insurance has risen every year .... I have had to tighten my budget and reduce spending. THAT includes cutting back the amount I spend on my family on birthdays and holiday gifts (APS would call these gifts "employee incentive bonuses".)

Please, do not back down. I believe one of the main reasons APS wants this increase is their share holders are wanting more profits. That is just too bad. Some investments don't go up. This is just the way investments work sometimes. I don't want to dip into my income and retirement savings so these stock holders and APS employees can pad their incomes !!!!

APS can just tighten their belts like all the rest of us.

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I'm tired of hearing them whine..... I have a friend who works for APS and says there are days and days that they have nothing to do, a cut in the numbers of their employees in certain departments would only mean the remaining ones would have something to do.

Again, PLEASE DON'T BACK DOWN.... DON'T ALLOW THIS RATE INCREASE.

Thank you  
Marlene Louden  
\*End of Complaint\*

### Utilities' Response:

n/a  
\*End of Response\*

### Investigator's Comments and Disposition:

4/10/06 - E-Mail to Customer:

April 10, 2006

Good Morning Ms. Louden,

I am writing to acknowledge your email regarding Arizona Public Service Company and their request to increase rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket# E-01345A-05-0816.

The Commission will consider your comments and concerns before a decision is rendered in the Arizona Public Service Company application.

Thank You,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Utilities Division

  
\*End of Comments\*

Date Completed: 4/10/2006

Opinion No. 2006 - 50977

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51035

Date: 4/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: James

Flanagan

Account Name: James Flanagan

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

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:

4/11/06 - E-MAIL RECEIVED:

RE: Docket # E-01345A-05-0816

From: [REDACTED]

Sent: Monday, April 10, 2006 4:23 PM

To: Utilities Div - Mailbox

Subject: APS

Do not let APS get away with this massive rate hike. This company is greedy and mismanaged. Why should customers pay for this? My APS bills are high enough.

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

4/12/06 - E-Mailed to Customer:

April 12, 2006

Good Morning Mr. Flanagan,

I am writing to acknowledge your email regarding Arizona Public Service Company and their request to increase rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket# E-01345A-05-0816.

The Commission will consider your comments and concerns before a decision is rendered in the Arizona Public Service Company application.

Thank You,  
Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Utilities Division  
[REDACTED]

(602)

\*End of Comments\*

Date Completed: 4/12/2006

Opinion No. 2006 - 51035

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51091

Date: 4/13/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Monte

Bailey

Account Name: Monte, Marlyin J. Bailey

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

4/13/06

RE: Docket # E-01345A-05-0816

Customer called to inform Commission he is strongly against the approval of the application filed by APS to increase it's rates.

Per customer, yesterday he witnessed a APS technician checking meters within his neighborhood the technician drove from house to house not taking into consideration the increase of gas prices, which bothered the customer as he is aware of the current pending application filed by APS requesting to increase rates.

Customer feels there are a number of things that APS Can do to conserve funds, if they tried for example parking at the corner of each street and having the technician walk from house to house to check meters so they can save gas which will alternatively save money like most utility companies which go from home to home on a monthly basis.

Customer feels the last thing APS should be doing is making donations of thousands of dollars to Bank One Ball Park or anyone else, or issuing over \$33 million dollars in un-necessary bonuses to staff, if APS is not financially stable. Customer does not understand why APS customers who took NO part in the determination of distributed donations or bonuses issued, should become responsible for recuperating the funds in which they used Poor Judgment to issue.

Customer indicates one of his close friends were employed and retired from APS, the retirement fund provided from APS was such a large amount that his friend was able to purchase and pay off a new home.

Customer feels many of their incentives, bonuses, and donations are not necessary and that APS has not and is not trying to cut back, and therefore feels APS customers should not be burdened by this requested rate increase since the poor judgment made in the distribution of profits was made by APS associates, who should be completely responsible.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

4/13/06

Advised customer:

The Arizona Corporation Commission appreciates the time he has taken to express his comments and concerns regarding Arizona Public Service Companies application to increase rates, which will be noted and placed on file with Docket Control Center of the Arizona Corporation Commission be made part of the record, and that his concerns will be taken into consideration and will assist the Commission in the investigation and review process prior to rendering a decision.

\*End of Comments\*

**Date Completed: 4/13/2006**

**Opinion No. 2006 - 51091**

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