

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4706

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51279

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Clayton Last: Ebel

Account Name: Clayton Ebel Home: (000) 000-0000

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: AZ Zip: 85367 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone: (602) 000-0000

Nature of Complaint:

\*\*\*\*E-01345A-05-0816\*\*\*\*

Customer sent the following letter to the Commission -

Az Corporation Comm.  
Consumer Service Sec.  
1200 W. Washington  
Phoenix, AZ 85007

Docket# E 01345A-05-0816

Dear Sirs,

How much more can people take? Everything is going up. Gas, Drugs, Groceries. Schools are asking for more.

When is someone going to say no? I hope it's you on the outrageous increase A.P.S. is asking for.

Make them cut expenses for a change.

Thank you  
Clayton Ebel  
[REDACTED]  
\*End of Complaint\*

Utilities' Response:

RECEIVED  
2006 APR 20 P 4: 26  
AZ CORP COMMISSION  
DOCUMENT CONTROL

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

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**Investigator's Comments and Disposition:**

4/20 - Customer comments entered for the record and with the Docket in this matter. I responded to the customer with the following letter -

Dear Mr. Ebel:

Your letter regarding the Arizona Public Service Company ("Company") 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 Company 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 me at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 4/20/2006

Opinion No. 2006 - 51279

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FILE IN E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51314

Date: 4/20/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Tamara J Last: Woodbury, CEO

Account Name: Girl Scouts [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Phoenix CBR:

State: AZ Zip: 85036-1776 is:

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

April 18, 2006  
Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, AZ 85007-2996

Girl Scouts®  
Girl Scouts  
Arizona Cactus-Pine Council, Inc  
Administrative Service Center 119 East Coronado Road P.O. Box 21776 Phoenix, [REDACTED]  
[REDACTED]

Customer Service Center  
3806 North 3rd Street  
Phoenix, AZ 85012-2055  
[REDACTED]  
[REDACTED]

To Commission Members:

I am writing to support Eddie Basha's commentary appearing on April in the Arizona Republic regarding APS's strong community involvement. I couldn't agree more with Eddie's statement that there are too few large companies in Arizona that step up and take responsibility for making Arizona a better place to live. APS has supported numerous programs for the Girl Scouts. They were a founding sponsor of Camp CEO offering financial support, promoting the program and providing loaned executives who have been invaluable year after year. Without APS's support we would not have been able to launch this program nor do I think we could provide it on an ongoing basis over the past ten years.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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APS executives serve on an exceptional number of boards in this community setting a standard that is exemplary. Tomorrow is the Man & Women of the Year luncheon which supports Valley Leadership of which APS has always been a strong supporter. Two of our incoming board members come from the Valley Leadership program, demonstrating this interdependence of the social sector in this community and the critical importance of strong corporate leadership as demonstrated by APS.

While I am no more excited about a rate increase than any other local citizen or small business CEO, I believe it would be ill-advised to expect APS to manage their costs by cutting their community programs.

Sincerely,  
Tamara J. Woodbury, CEO  
cc: Lana Garai  
\*End of Complaint\*

### Utilities' Response:

N/A  
\*End of Response\*

### Investigator's Comments and Disposition:

04/20/06-I spoke to Ms. Woodbury today. I thanked her for her correspondence and advised her that I would enter her comments into the official record at the Commission. I also put a copy in the docket. E-01345A-05-0816. CLOSED.

\*End of Comments\*

Date Completed: 4/20/2006

Opinion No. 2006 - 51314

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