



ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52337

Date: 5/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Cheryl

Carson

Account Name: Cheryl Carson

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

AZ CORPORATION COMMISSION

Docket #E-0 1345A-05-08 16

Please do not increase our APS bills. Do not let the rate increase go through. Everyone is having such a hard time, just trying to make a living and paying for increases in gas for both the cars and the heating. This increase from the electric company would put a lot people into more hardship that we will not be able to get out of. We are already trying to balance rent, utilities, food, gas, clothes with nothing left over for medicine. We need help, not more hardship.

Thank you,

Cheryl Carson

[REDACTED]
Flagstaff, AZ 86001

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Wrote the customer a letter thanking her for her opinion regarding the APS rate case. Letter follows:

May 24, 2006

Ms. Cheryl Carson

RECEIVED
2006 MAY 25 P 3:30
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]
Flagstaff, AZ 86001

RE: ARIZONA PUBLIC SERVICE COMPANY - (DOCKET NO. E-01345A-05-0816)

Dear Ms. Carson:

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

Sincerely,

John D. La Porta
Consumer Service Specialist
Utilities Division

CLOSED
End of Comments

Date Completed: 5/24/2006

Opinion No. 2006 - 52337

#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 - 52329

Date: 5/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Wallace

Hardman

Account Name: Wallace Hardman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

5/24/2006

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

Customer calling to express his concerns regarding the APS request to increase rates as well as eliminate the Demand Rate program.

Customer indicates he was under the impression based on information obtained by APS staff that customers on this program would be qualified to remain on the program unless they moved to a different location in which the whole process would start over.

Customer indicates the rates APS charged prior to him signing up for the Demand Rate program was scan lass.

Throughout all the years Mr. Hardman has been a APS customer, during every inquiry or complaint in which resulted in him dealing with APS customer service he had never been advised of this program until he dealt with a APS representative who was fairly new and advised him of this Demand Rate program.

Since Mr. Hardman has been on the APS Demand Rate program his monthly service charge has decreased about 50%.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

5/24/2006

Advised customer the Arizona Corporation Commission appreciates the time he has taken to express his comments and concerns in this matter. Also advised customer that his 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 in which the Commission will take into consideration before a decision is rendered in the Arizona Public Service Company application.

CLOSED

End of Comments

Date Completed: 5/24/2006

Opinion No. 2006 - 52329
