

E-01345A-05-0816

ORIGINAL



0000050885

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52478

Date: 5/31/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Chuck

Webb

Account Name: Chuck Webb

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

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:

Consumer is opposed to the rate increase. Does not want the "time advantage rate" eliminated.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Explained to consumer that his opinion would be filed in rate case application. Closed

Filed in docket no. E-01345A-05-0816
End of Comments

Date Completed: 5/31/2006

Opinion No. 2006 - 52478

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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 - 52446

Date: 5/31/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Nathan

Mobley

Account Name: Nathan Mobley

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85021

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.

[REDACTED]
Phoenix, AZ 85021
May 29, 2006

APS Account Number: 256980285, Classic Rate E.-10

Members of the Corporation Commission:

I am writing to urge you to deny the request by APS to terminate their existing classic rate (E-1 0). Prior to dosing on our present residence in February 1978, I went to the local APS office to establish service. Based on our home size and anticipated electric needs the APS employee recommended we take the classic rate. At some later date this rate was no longer available. The end date for the classic rate provided by APS in a recent phone call was December 6, 1991. Once we were notified by a notation on our bill or an insert with the bill that the classic rate was no longer available, I called APS and was told I could continue on the classic rate as long as my existing service was not changed or interrupted. I have been relying on that commitment since then. I am unable to provide the date the phone call was made - feeling there would be no reason to retain than information.

My request for denial is for the following reasons:

1. When a commitment is made to a customer that they may retain a rate "as long as service is not changed or interrupted that does not mean until the ACC is petitioned for change due to the company faring poorly financially. I feel APS should be held to this commitment to those of us remaining on this rate.

2. We have remained at this address over 28 years, and almost 15 years since E-1 0 was no longer available. We are not the average customer being this stable. This "problem" for APS is one that is solved by the passage of time. Since no one has been added to the E-1 0 rate since December 1991 - almost 15 years - how many customers even remain on this rate? Forcing us into another rate, in their words, "allowing us to select an

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

alternate rate" would have what dollar impact on the top line revenue number? Without access to the revenue figures would it be less than 1%?

When I recently checked with APS on a 12 month comparison of classic rate vs. standard rate on our home usage the increase for us would have been \$87.75. No matter what the difference in rates we will pay it. But, now we are retired, on a fixed income, and as health care, insurance and property taxes continue to escalate we find ourselves more financially pinched without an advocate.

When weighing a small increase in total revenue, by eliminating E-10, against the promise to grandfather the E-10 rate, to me it is an easy decision on the part of the ACC. Make APS honor their commitment to retain E-10 and find another avenue to increase revenue.

Thank you for allowing me to provide input to this important rate case.

Sincerely,
Nathan Mobley

[REDACTED]
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

06/01/06-I spoke to Mr. Mobley. I thanked him for his correspondence and advised that his opinion will be entered into the APS rate case and become part of the official record. A copy was also placed in the docket. E-01345A-05-0816. CLOSED.

End of Comments

Date Completed: 6/1/2006

Opinion No. 2006 - 52446
