

E-07345A-05-0816

ORIGINAL



0000052187

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2006 - 51555

Date: 5/1/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Rebecca**

Cretti

Account Name: Rebecca Cretti

Home: (928) 639-4540

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: [REDACTED]

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

APS should not be allowed to raise rates until they have made every effort to save money and cut waste from their organization. Cutting waste doesn't mean cutting jobs, it means removing unnecessary benefits for overpaid executives and looking for every small way to save money such as printing monthly statements on one sheet of paper instead of two and not using colored ink. Everyone, every business is feeling the pressure of higher fuel costs and APS shouldn't be allowed to use this as an opportunity to stick it to the consumer and improve the bottom line. In summary: there should be NO PROFIT from recouping fuel costs, and that reasonable expense recovery only be allowed after every effort to save money. Thank you, Rebecca Cretti.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 1, 2006

Rebecca Cretti
[REDACTED]

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Cretti;

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.

RECEIVED
2006 MAY - 1 P 1:33
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 toll free at ([REDACTED])

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst I
Utilities Division

5/1/06 Opinion noted and filed in docket no. E-01345A-05-0816. closed
End of Comments

Date Completed: 5/1/2006

Opinion No. 2006 - 51555

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51570

Date: 5/1/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Margie

Howell

Account Name: Margie Howell

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85258

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 left v/m message at CONS and also called Commissioner Mayes' office.

Customer is opposed the the "Classic Rate" being eliminated. They have been on this rate since the 1970's and want the Commission to deny APS request to eliminate this rate class.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I spoke to customer and advised her that I would enter her comments for the record and with the Docket in this matter. I thanked customer for calling the Commission to let the Commissioners know her thoughts regarding elimination of the "Classic Rate".

End of Comments

Date Completed: 5/1/2006

Opinion No. 2006 - 51570

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51568

Date: 5/1/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Roy

Reissner

Account Name:

Roy Reissner

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:

n/a

Contact Phone: n/a

Nature of Complaint:

April 27, 2006

Roy J. Reissner

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, Az. 85007

Docket Number E-01345A-05-0816

It has come to my attention that APS wants to increase the power rate because natural gas, gasoline and other companies are raising rates. However all of APS power plants are on coal or nuclear. The coal plants are on a fixed long term contract with the Navajo Reservation and therefore will not change rates for a long time. How do you explain not only the 19.73% increase ask for previous but now a 21.1% increase if the cost for the coal has not changed and has even gone down? Are they cooking the books as all large corporation have been doing? If you approve the increase, please let me know in advance so that I might buy some of there stock. I believe in the trickle down theory and will make some money.

The only problem that I see is that all of Arizona's customers are paying for the nuclear power plant that is mostly owned by California with most of the power going to California. Why are we paying for this plant? Why is the power going to California? I want to open a grocery store but I want all my friends and neighbors to buy it and have it stocked first.

Very Truly Yours
Roy J. Reissner

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 1, 2006

Roy J. Reissner


RE: ARIZONA PUBLIC SERVICE

Dear Mr. Reissner:

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 me toll free at 

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst I
Utilities Division

5/1/06 Opinion noted and filed in docket no. E-01345A-05-0816. closed

End of Comments

Date Completed: 5/1/2006

Opinion No. 2006 - 51568

E: 01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51572

Date: 5/1/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Harold L.

Dickey

Account Name: Harold L. Dickey

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Harold L. Dickey

26 APRIL2006

ARIZONA CORPORATION COMMISSION
CONSUMER SERVICES SECTION
1200 WEST WASHINGTON
PHOENIX, ARIZONA 85007

I WISH TO ADD MY NAME TO THE OPPOSITION OF ANY INCREASE RATES GIVEN TO THE ARIZONA PUBLIC SERVICE. THIS CORPORATION HAS ALREADY THE HIGHEST RATES IN THE COUNTRY AND FROM THE REPORTS I READ THEY DO NOT KNOW HOW TO CONTROL EXPENSES.

GIVEN THE BONUSES AND BENEFITS TO THEIR WORKERS IS UNREAL, AND THE MONEY GIVEN THE PROFESSIONAL ATHLETES IS THE WORST CASE OF MISS MANAGEMENT I H AVE EVER SEEN.

THEY CRY FUEL INCREASES FOR THE REASON THEY HAVE TO HAVE A RATE INCREASE. DO THEY BELIEVE THEY ARE THE ONLY ONES WHO HAVE TO PAY THE INCREASED COSTS.FOR FUEL?

YOU SHOULD DIRECT THEM TO REDUCE THEIR RATES BY MORE THAN 10 PERCENT TO BE MORE IN LINE WITH OTHER ELECTRIC COMPANYS IN THE COUNTRY.

THEY SHOULD BE REQUIRED TO STOP GIVING MONEY TO THE PROFESSIONAL ATHLETES WHO MAKE MORE MONEY IN ONE SIX MONTH PERIOD THAN DOES THE NORMAL MAN MAKE ALL HIS LIFE.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

TAKE A CLOSE LOOK AT WHAT THEY SPEND ON COUNTRY CLUB DUES, CARS FOR EXECUTIVE, PRIME BOXES FOR SPORTS EVENTS AND OTHER FAT THEY SEEM TO LIKE TO SPEND.

IN OTHER WORDS DENY THEIR REQUEST AND MAKE THEM REDUCE THE RATES THEY NOW CHARGE.

SINCERELY
HAROLD L. DICKEY
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 1, 2006

Harold L. Dickey


RE: ARIZONA PUBLIC SERVICE

Dear Mr. Dickey:

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 me toll free at 

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst I
Utilities Division
End of Comments

Date Completed: 5/1/2006

Opinion No. 2006 - 51572