

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51523 Date: 4/28/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Almoth A.

Robertson

Account Name: Almoth A. Robertson

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:

I think the rate increase of 21.1% is too much. It would be a hardship to low-income families and elderly residents. 5% would probably be easier for this income group to absorb into their budgets.

APS needs to streamline their operations and cut expenses internally and not pass on ineffective management costs to their customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/28/06 Responded to customer by e-mail with following letter. Opinion filed in Docket No. E-01345A-05-0816. closed

April 28, 2006

Almoth A. Robertson
[REDACTED]

RE: ARIZONA PUBLIC SERVICE

Dear Customer:

Your comments 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.

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 APR 28 P 4: 08

RECEIVED

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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
Utilities Division
End of Comments

Date Completed: 4/28/2006

Opinion No. 2006 - 51523
