



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51912

Date: 5/10/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Sharon Last: White

Account Name: Sharon White

Home: (000) 000-0000

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:

5-4-06  
To: AZ. Corp. Commission  
Docket# F-01345A-05-0816

Please don't grant a raise in rates to A.P.S. utilities are vital basic needs of all AZ. Citizens. For lower and middle income citizens, another higher basic payment on \$ of the budget is a hardship that we shouldn't be hit with as summer approaches.

Sincerely,  
Sharon White

[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

May 10, 2006

[REDACTED]

RE: ARIZONA PUBLIC SERVICE

Dear Mrs. White:

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the

RECEIVED  
2006 MAY 11 P 4: 37  
AZ CORP COMMISSION  
DOCUMENT CONTROL

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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 rate 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 [REDACTED]

Sincerely,

Carmen Madrid  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 5/10/2006

Opinion No. 2006 - 51912

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51922

Date: 5/11/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Elizabeth

Adair

Account Name: Elizabeth Adair

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Peoria

CBR: [REDACTED]

State: AZ Zip: 85383

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received following e-mailed ACC Public Comment Form which refers to Docket No. E-01345A-05-0816, Rate increase & Amend Decision #67744:

Hello, my name is Elizabeth and I have lived in the Valley for 26 years. For almost half of these years I have been a customer of APS and never have I seen such asinine "price gouging" for electricity! And the rapid jump in base rates is the horrific!

Residents of the Valley that have lived here for more than 20+ years are not used to paying what residents of California are paying. The average income in Arizona does not pay nearly the same as it does in California. How is any of this fair, ethically and/or morally right?

Disgruntle.

Elizabeth Adair

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5-11 I called the customer and left recorded message at 7:51AM. I acknowledged her e-mail and advised that her comments would be noted for the record in this matter. I also left my name and toll free #. I e-mailed this OPINION to John LaPorta, Phx Cons to have this docketed. File closed.

\*End of Comments\*

Date Completed: 5/11/2006

Opinion No. 2006 - 51922