

ORIGINAL



0000054158

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52156

Date: 5/19/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Sharon

Last: Hotham

Account Name: Sharon Hotham

Home: (602) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85022

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E 01345A-05-0816

I have been a good APS customer since 09-1 976, always paying on time. As new homeowner in 76 APS gave me the Classic Rate. I was never told that I may have had a choice of rates back then, some of which would have been less expensive. Now that the Classic Rate is suddenly their cheapest rate, they want to penalize me and remove it from their offerings. APS said they have not offered this rate to new customers for some time now, maybe even since the early 90's. When you consider how often the "average" family moves, they probably no longer have very many of us Classic family users. I'm not "average" since I never have been able to justify the extra financial burden of a move. So why can't APS just leave the few of us Classic families keep our Classic rate until some catastrophe makes us leave our family residence. I was hoping to retire soon but that means less income. Must I now work an extra year, saving all of the salary, just to pay my future power bills? Please deny their request to eliminate the Classic Rate.

Sherry Hotham
Tuesday, May 16, 2006 America Online: Shertythemermid
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 19, 2006

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Electric Customer:

RECEIVED
2006 MAY 22 1 P 4: 40
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

☐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 toll free at (800) 222-7000.

☐☐☐☐☐Sincerely,

☐☐☐☐☐Bradley G. Morton
☐☐☐☐☐Public Utilities Consumer Analyst II
☐☐☐☐☐Utilities Division
End of Comments

Date Completed: 5/19/2006

Opinion No. 2006 - 52156
