



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51694

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Robert

Schneider

Account Name: Robert Schneider

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

5/3/06 - CORRESPONDENCE RECEIVED:

RE: Docket #E-01345A-05-0816.

Mr. Robert Schneider

[REDACTED]

May 2, 2006

Arizona Corporation Commission
Customer Services Section
1200 West Washington
Phoenix, AZ 85007

Gentlemen,

This is in regard to APS's application for a rate increase under Docket number E-01345A-05-0816.

As a customer of APS I object to being charged for electricity to finance APS's "charitable" and other ancillary activities not related to the provision of electrical service to it's customers.

I urge the Commission to restrict these inappropriate uses of my charges in considering the requested rate ncreases.

Thank you for the opportunity to comment.

Yours truly,

RECEIVED
2006 MAY -4 A 10:12
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

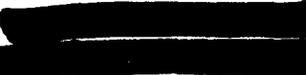
Robert J. Schneider
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/3/06 - Correspondence mailed to Customer:

May 3, 2006

Mr. Robert Schneider


RE: ARIZONA PUBLIC SERVICE COMPANY

DEAR MR. SCHNEIDER:

Your letter regarding the Arizona Public Service Company 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 Arizona Public Service Company 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,

Guadalupe Ortiz
Public Utilities Consumer Service Analyst
Utilities Division


CLOSED
End of Comments

Date Completed: 5/3/2006

Opinion No. 2006 - 51694

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED] 29

Priority: Respond Within Five Days

Opinion No. 2006 - 51667

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Cathy

Avery

Account Name: Cathy Avery

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

5/3/2006 - E-Mail Received:

RE: Docket #E-01345A-05-0816

I received the public notice of hearing on the application of APS Co. for rate increase and to amend decision #67744. I am totally against this!! They already just raised our rates, then turned around and gave all of their employees a bonus! If they have money for that they don't need to take it from us. I think that if you can give that amount of bonus to employees your company is doing fine! This is outrageous and unfair. We can't even choose our electric company so we are stuck with paying whatever they want when they want! I see no reason to increase our rates when they are just blowing money. They need to figure out how to budget!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/3/2006 - E-Mailed to Customer:

May 03, 2006

Good Morning Ms. Avery,

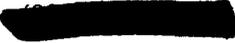
I am writing to acknowledge your email regarding Arizona Public Service Company and their request to increase rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket# E-01345A-05-0816.

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 will consider your comments and concerns before a decision is rendered in the Arizona Public Service Company application.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Utilities Division


CLOSED
End of Comments

Date Completed: 5/3/2006

Opinion No. 2006 - 51667
