

E-01345A-05-0816



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ORIGINAL
ARIZONA CORPORATION COMMIS.
UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52990

Date: 6/15/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Johnny

Sands

Account Name: Johnny Sands

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: 85335

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*****

Received following e-mail from customer -

I had a complaint regarding APS, I do not think it is fair that they put expensive bill boards up all over town and yet they still charge customers for higher electricity rates! Its not like we have a choice as to where we get are electricity from.

Is there a form I can file as far as filing a complaint against APS?

thanks

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

If you want to send me a return e-mail with your name, address and a phone number, I will put your comments into the Docket for APS pending rate case before the Commission. This will give all 5 Commissioners an opportunity to review your comments and those of other customers prior to making a decision.

Deb Reagan
Public Utilites Consumer Analyst
Utilities Division

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2006 JUN 22 A 9:34
AZ CORP COMMISSION
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mr. Sands -

Thank you for your prompt response to my request.

Your comments regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in comments 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 at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 6/22/2006

Opinion No. 2006 - 52990
