

E-01345A-05-0816

ORIGINAL



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**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53473

Date: 7/6/2006

Complaint Description: 01Z Billing - Other

Complaint By: **Charlie King**
First: Charlie **Last:** King

Account Name: Charlie King **Home:** (000) 000-0000

Street: n/a **Work:**

City: Yuma **CBR:** [REDACTED]

State: AZ **Zip:** n/a **is:** E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment **Contact Phone:** (602) 000-0000

Nature of Complaint:

*****E-01345A-05-0816*****

*****REFERRED FROM COMMISSIONER SPITZER'S OFFICE*****
Arizona Corporation Commission

DOCKETED

JUL 12 2006

Customer sent the following e-mail to Commissioner Spitzer -

From: Charlie King [mailto:[REDACTED]]
Sent: Monday, July 03, 2006 6:14 PM
To: Spitzer-Web
Subject: APS recent rate increase

DOCKETED BY	
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AZ CORP COMMISSION
DOCUMENT CONTROL

2006 JUL 12 A 9:38

RECEIVED

The month my kwh demand was 6.6 with a cost of \$7.22 per kwh. My demand for June 2005 was 7.0 with a cost of \$6.55 per kwh. Even though I dropped my total demand by .4 I am still paying \$.67 more per kwh. This is outrageous. Every time APS come up in front of the Commission they get one. Maybe not what they asked for but they get a raise. A trick I learned in the military while preparing my commands budget was to ALWAYS ask for twice as much so you'll get what you really need. Apparently APS uses this also.

If APS cannot run their own ship than maybe the state should step in until it is right. This recent increase does nothing to help the people of Arizona cope with raising energy costs. I would like to see what the APS bonus list looks like this year.

Charlie King
Computer Image
Yuma, AZ
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Sent following e-mail response to customer -

Mr. King -

I am responding to the e-mail you recently sent to Commissioner Spitzer. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division of the AZ Corporation Commission.

In order for me to accurately respond to your concerns, I will need some information from you. Is the account in your name or the business name? What is the service address for this account? What is a day time phone number where you can be reached?

After receiving this information from you, I will verify whether you are being charged the correct rates for the rate structure you are currently on. Perhaps there is a better rate structure for your electric service needs.

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission

Received following e-mail -

7/9 - There is no need to check my bill. That wasn't what my complaint was about. I stated NOTHING about being incorrectly or overcharged by APS. My complaint was about the rate increases given APS.

Charlie King
Computer Image
Yuma, AZ

7/11 - Responded with following e-mail -

Mr. King -

Thank you for your response to my e-mail. Your comments about the APS rate increases have been entered as an opinion and placed in the Docket for the current rate request before the Commission.

At the request of Commissioner Spitzer's office, my e-mail was to verify that there were no other concerns about the correctness of your APS bill.

Again, thank you for your response.

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 7/11/2006

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