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ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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2006 JUL 14 12:34
Investigator: Lynn Combs

Priority: Respond Within Five Days

Arizona Corporation Commission

AZ CORP COMMISSION
DOCUMENT CONTROL

DOCKETED

Opinion No. 2006 - 53550

Date: 7/10/2006

JUL 14 2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Michelle Last: Emuryan

DOCKETED BY
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Account Name: Michelle Emuryan

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:

Customer originally filed complaint 52988- See complaint for details

07/10/06 Customer called to share her opinion regarding the Arizona Public Service rate case. Mrs. Emuryan says that lately every weekend there has been an outage for at least 3 hours. She says the load of air conditioners in the area impact the system. Mrs. Emuryan says that she tried to get some information about attending the planning and zoning meeting for an opportunity to discuss the power issue since there will be 400 new homes being built in the area but was told that there would not be an opportunity to speak. She says not only have they had the outages but they have experienced power surges which have damaged electronic equipment. She has purchased an expensive power surge protector to protect her belonging so she does not continue to experience damage from the power surges. Mrs. Emuryan says since she does not have a choice but to use APS why don't they use the rate increase to build another substation in the area. She says she has personally watched the APS workers parked on the side of the road dormant until 5:00pm to work during overtime hours or at local diners for extended periods of time. She feels that the discretionary expenses need to be looked at and there needs to be some accountability for them.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docket # E01345A05-0816

07/10/06 I advised the customer that I would enter her comments for the record and with the docket in this matter. I thanked her for taking the time to call and let the commission know her thoughts on the matter and send a letter providing the docket number so she may listen to the public meeting when scheduled along with accessing our website to keep updated.

July 10, 2006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]

Dear Mrs. Emuryan;

Your opinion regarding the Arizona Public Service (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 and 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.

For your convenience you can assess the public meeting, when scheduled by signing on to the Arizona Corporation Commission website which is www.cc.state.az.us . The docket number for this rate case is E01345A05-0816.

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,
Lynn Combs
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 7/10/2006

Opinion No. 2006 - 53550
