

E 01345A-05-0816



0000057883

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4110

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54416

Date: 8/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Karen

Jaye

Account Name: [REDACTED]

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:

08/10/06 Customer called to say that she is opposed to the rate increase and says APS should not get more increases- the CEO should give up some salaries - they fooled us with Palo Verde and should pay for their own stupid bills.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

08/10/06 emailed to utility

08/10/06-I thanked the customer for sharing their opinion and explained that it will become a part of the docket and the commissioners will have an opportunity to review prior to making a decision in the rate case.

\*End of Comments\*

Date Completed: 8/10/2006

Opinion No. 2006 - 54416

Arizona Corporation Commission  
DOCKETED  
AUG 16 2006

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 AUG 16 A 9:40

RECEIVED

FILE IN E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54522

Date: 8/15/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Dan Last: Burdett

Account Name: Dan Burdett

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Cave Creek

CBR:

State: AZ Zip: 85327

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Customer called to voice his opinion against the pending rate increase for Arizona Public Service Company. He says that the extra charges on his bill are higher than his actual costs for electricity. He does not think the company deserves anything.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

I thanked the customer for calling and advised that I would write up his opinion for the record. I also advised him that I would put a copy in the Commission's Docket. E-01345A-05-0816. CLOSED.

\*End of Comments\*

Date Completed: 8/15/2006

Opinion No. 2006 - 54522

FILE IN E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53979

Date: 7/25/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Rosie

Bell

Account Name: Rosie Bell

Home: (000) 000-0000

Street: na

Work: [REDACTED]

City: Jerome

CBR:

State: AZ Zip: 86331

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: For assignment

Contact Phone: (602) 000-0000

**Nature of Complaint:**

Received the following correspondence:

Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, Arizona 85007-2996

Dear Commissioners:

I, have recently become aware of a 28% rate hike in my gas bill. This causes a great strain on my household budget.

The Corporation Commission voted for a rate increase of nearly 30% that pinches the already over-burdened taxpayer.

It is my understanding that you are responsible for overseeing the welfare of both regulated monopolies and the customers' interest in affordable utility service. With this rate hike, (gouge?), I believe you have failed. In fact, I would consider it blatant disregard for the citizens you are elected to serve.

I ask you to consider your public and review this decision.

A few additional questions:

1. APS sent rate hike increase notices informing their customers prior to the effective date and lowered the total rate increase percentage before it was enacted. Do you think the public had some influence here?
2. Why did the Unisource increase become effective during the low-use months of the summer rather than in the winter months when the full impact of this rate hike would be recognized by Unisource customers? Were you hoping we wouldn't notice??
3. Isn't it true that state-regulated companies such as Unisource make their own budget and determine their own financial needs with no restrictions or limits? How can consumers validate that a 28% rate increase is actually needed?

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Sincerely,

Rosie Bill  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/15- (ACC)

Received call from customer as I acknowledged that we received her Opinion and that it would be docketed (Docket # E-01345A-05-0816) so that the Commissioners would have an opportunity to read it. Customer appreciated the follow up call placed to her. CLOSED.

\*End of Comments\*

**Date Completed: 8/15/2006**

**Opinion No. 2006 - 53979**

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E 01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54423

Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Tammy Last: Lewis

Account Name: Tammy Lewis

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

08/11/06 Customer called to say that she is opposed to the upcoming rate increase. She says the emergency rate increase and the PSA should be sufficient enough for APS.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

08/11/06 Emailed to the utility

08/11/06 I thanked the customer for sharing their opinion and explained that it will become a part of the docket and the commissioners will have an opportunity to review prior to making a decision in the rate case.

\*End of Comments\*

Date Completed: 8/11/2006

Opinion No. 2006 - 54423

E 01345A -05- 816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 54415

Date: 8/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Ann

Davis

Account Name:

Ann Davis

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:

08/10/06 Customer called to say that they are opposed to the APS rate increase. APS fowled up on their accounting . The increase is unbelievable . Her utility bill was 482.05 for August - and their thermostat was set at 78. - uses sunscreens. It is outrageous.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

08/10/06 Emailed to company

08/10/06- I thanked the customer for sharing their opinion and explained that it will become a part of the docket and the commissioners will have an opportunity to review prior to making a decision in the rate case.

\*End of Comments\*

Date Completed: 8/10/2006

Opinion No. 2006 - 54415

E 01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54507

Date: 8/15/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Eden

Martinez

Account Name: Eden Martinez

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:

08/14/06 Customer called to share his opinion regarding the upcoming increase for APS. The rate is too high now and that should be enough for APS. \$300.00 is too much for people who are not home during the day and wash and run the dishwasher after 9:00pm.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

08/14/06 Placed in docket E01345A-05-0816- Thanked customer for sharing their opinion and let them know that the commissioners will have an opportunity to review the opinion prior to making a decision and they appreciated the comments.

\*End of Comments\*

Date Completed: 8/15/2006

Opinion No. 2006 - 54507

E 01345A - 05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54506

Date: 8/15/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Martin Last: Billingsley

Account Name: Martin Billingsley

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:

08/14/06 CORRESPONDENCE RECEIVED

Friday, Aug. 11, item in Arizona Republic says APS executives receive nearly \$1,000,000 in stock options. Friday, Aug. 11, my APS bill comes for \$303.00. Allowing for increase in kWh from Aug. 2005, my APS bill increased by over 21%. My income by about 2%. Isn't it nice that a well-off CEO benefits by my financial drain. Wouldn't it be better if the APS executives, shareholders and consumers all suffer the same financial pain? Where is the Corporation Commission when we need them?

Martin Billingsley  
[REDACTED]  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

08/14/06 Entered into docket - E01345A-05-0816

08/15/06 Spoke to customer letting him know that the commissioners appreciate his feedback . His opinion will be placed in the docket and the commissioners will have an opportunity to review his comments before rendering a decision. Also thanked the customer for taking the time to share his opinion.

\*End of Comments\*

Date Completed: 8/15/2006

FILE IN E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53977

Date: 7/25/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Mary Last: Wills

Account Name: Mary Wills & Nellie Bly

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Jerome

CBR:

State: AZ Zip: 86331

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Received the following correspondence:

Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, Arizona 85007-2996

Dear Commissioners:

I, have recently become aware of a 28% rate hike in my gas bill. This causes a great strain on my household budget.

The Corporation Commission voted for a rate increase of nearly 30% that pinches the already over-burdened taxpayer.

It is my understanding that you are responsible for overseeing the welfare of both regulated monopolies and the customers' interest in affordable utility service. With this rate hike, (gouge?), I believe you have failed. In fact, I would consider it blatant disregard for the citizens you are elected to serve.

I ask you to consider your public and review this decision.

A few additional questions:

1. APS sent rate hike increase notices informing their customers prior to the effective date and lowered the total rate increase percentage before it was enacted. Do you think the public had some influence here?
2. Why did the Unisource increase become effective during the low-use months of the summer rather than in the winter months when the full impact of this rate hike would be recognized by Unisource customers? Were you hoping we wouldn't notice??
3. Isn't it true that state-regulated companies such as Unisource make their own budget and determine their own financial needs with no restrictions or limits? How can consumers validate that a 28% rate increase is actually needed?

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Sincerely,

Mary Wills, owner  
Nellie Bly

[REDACTED]  
Jerome, AZ 86331

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docket # E-01345A-05-0816

7/25- ACC staff attempted to reach customer but customer was not in.

8/14- ACC staff called customer @ 1630 and discussed the issues on her correspondence. Customer is against the proposed rate increase by APS. ACC staff told customer that her Opinion would be placed into our database for the record and will be docketed so that the Arizona Corporation Commission could read her concerns before rendering their decisions. CLOSED.

\*End of Comments\*

**Date Completed: 8/14/2006**

**Opinion No. 2006 - 53977**

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FILE IN E-1345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2006 - 53977**

**Date:** 7/25/2006

**Complaint Description:** 08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:** Mary

Wills

**Account Name:** Mary Wills & Nellie Bly

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Jerome

**CBR:**

**State:** AZ Zip: 86331

**is:**

**Utility Company:** Arizona Public Service Company

**Division:**

**Contact Name:** For assignment

**Contact Phone:** (602) 000-0000

**Nature of Complaint:**

Received the following correspondence:

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1200 West Washington  
Phoenix, Arizona 85007-2996

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Sincerely,

Mary Wills, owner  
Nellie Bly

[REDACTED]  
Jerome, AZ 86331

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docket # E-01345A-05-0816

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\*End of Comments\*

**Date Completed: 8/14/2006**

**Opinion No. 2006 - 53977**

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