



ORIGINAL

ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53950

Date: 7/25/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Karin C

Von Kay

Account Name: Karin C. Von Kay

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Parks

CBR:

State: AZ **Zip:** 86018

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No E 01345A-05-0816

From: Karin Von Kay [REDACTED] Corporation Commission
Sent: Monday, July 24, 2006 7:54 AM
To: Utilities Div - Mailbox
Subject: Arizona Public Service
Importance: High

DOCKETED

JUL 25 2006

DOCKETED BY [Signature]

RECEIVED
2006 JUL 25 12:03
AZ CORP COMMISSION
DOCUMENT CONTROL

Good morning,

For months we listened and read about the woes of APS and how it was in financial trouble, and it's rating was going to be dropped to that of a junk bond. APS passed on extremely significant rate increases to its customers to keep it from going over the edge. The next result for us was going from a monthly average of around \$40 to \$62/month, with approximately the same electrical usage. On July 20, we heard an announcement that APS had experienced record profits. See article below. On Saturday I received my electric bill, again with approximately the same average usage, it jumped to \$83/month.

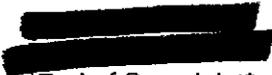
I believe that Pinnacle West/Arizona Public Service is gouging the consumer for their own exorbitant gain, not to make up for shortfalls due to rising fuel costs, etc.

This is my formal complaint and I ask that you conduct an investigation to rectify the gouging of consumers by this mega-giant. Please advise if there is anything else I need to do to institute my complaint.

Thank you.

Karin C. Von Kay
[REDACTED]
Parks, AZ 86018

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CLLED CONSUMER AND LEFT VOICEMAIL explaining article errors and also explaining what a "formal complaint" involves. Explained an opinion is being entered and provided my name & Telephone number.

End of Comments

Date Completed: 7/25/2006

Opinion No. 2006 - 53950

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53946 Date: 7/25/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: A. Sarisiaz

Account Name: A. Sarisiaz Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: 00000 is:

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

Docket No E 01345A-05-0816

From: asarisia [REDACTED]
Sent: Saturday, July 22, 2006 6:34 AM
To: Utilities Div - Mailbox
Subject: APS

Parent of APS posts 320% rise in profits and they want another rate increase ?
This is a joke right ?
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Tuesday, July 25, 2006 9:36 AM
Subject: APS

Dear Sir or Madam,

I am in receipt of your opinion regarding APS, the article you read was incorrect in that the 21% increase was approved and there is no other increase being requested in November, if you have other concerns please contact me.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Bradley G. Morton
End of Comments

Date Completed: 7/25/2006

Opinion No. 2006 - 53946

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53947

Date: 7/25/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Stephanie

Luna

Account Name: Stephanie Luna

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No E 01345A-05-0816

From: Stephanie Luna [REDACTED]

Sent: Saturday, July 22, 2006 10:50 AM

To: Utilities Div - Mailbox

Subject: APS PROFITS

I just finished reading an article in the AZ Republic about the 320% profits received by Pinnacle West. I am outraged that this has been allowed with the various rate hikes over the last few months. Our bill has gone up 26% since last year at this time. Our usage has remained the same. APS said they were going to go to junk bond status. If they can't manage their money, that is not my problem. I have seen many people at work who struggle with the increased bills, and a mother in law who has to make decisions on what to give up to pay her higher bill.

As a community, we will be awaiting our refund checks as their was obviously an error in giving APS the numerous rate hikes they received. We will also be awaiting an apology as to why we were deceived this company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: [Bradley Morton

Sent: [Tuesday, July 25, 2006 9:41 AM

Subject: [APS

Dear Ms Luna,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I am in receipt of your opinion regarding APS. The article you read was incorrect in that the 21% increase was already approved and there is no pending request for November. Please contact me if you have further concerns.

Sincerely'
Bradley G. Morton
End of Comments

Date Completed: 7/25/2006

Opinion No. 2006 - 53947

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53953 Date: 7/25/2006

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: Richard Gray

Account Name: Richard & Jane Gray **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: n/a **CBR:**

State: AZ **Zip:** 00000 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

Docket No E 01345A-05-0816

From: RICHARD GRAY [REDACTED]
Sent: Monday, July 24, 2006 10:40 AM
To: Utilities Div - Mailbox
Subject: Article in Saturday July 22, 2006 "Parent of APS posts 320% Rise in Profits"

To the Utilities Division:

I would like to register a sincere request that the commission turn down APS and their rate increase request. If Pinnacle West Capital Corporation "can spin such strong profits from a dire situation?" I believe they should pay their own bills. They should put the money back into APS and make the company physically stronger. The need to pass the burden on to customers is NOT necessary.

I would strongly urge the commission to turn them down.

Thank you,

Richard and Jane Gray
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: [Bradley Morton
Sent: Tuesday, July 25, 2006 10:07 AM
To: [REDACTED]
Subject: APS

Dear Mr & Mrs Gray,

I am in receipt of your opinion regarding APS. I am afraid the article that you have had errors in it, one of them being that the 21% increase has already passed and there is no increase pending for November. I will docket your opinion so Commissioners are aware of your concerns. If you have further issues please contact me.

Sincerely,
Bradley G. Morton
End of Comments

Date Completed: 7/25/2006

Opinion No. 2006 - 53953

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 512-1111

Fax: (602) 512-1111

Priority: Respond Within Five Days

Opinion No. 2006 - 53951 Date: 7/25/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: **First: Eugene Last: Moresco**

Account Name: Eugene Moresco **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: n/a **CBR:**

State: AZ **Zip:** 00000 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

Docket No E 01345A-05-0816

From: Eugene. MORESCO
Sent: Monday, July 24, 2006 8:57 AM
To: Utilities Div - Mailbox
Subject: APS RATE INCREASE

WHAT WERE YOU PEOPLE THINKING WHEN YOU AGREED TO AN EMERGENCY RATE INCREASE FOR APS? DID ANYONE REVIEW THE FINANCIAL STRENGTH OF APS PARENT CORPORATION? IF NOT WHY NOT?

ITS UNCONSCAIONABLE THAT THE PARENT CORPORATION POSTED A 320% INCREASE IN PROFITS FOR ONE QUARTER AND APS WAS GRANTED A 7.6% AND IS LOOKING FOR MORE. THE RATE INCREASE SHOULD BE RESCINDED WITH NO RATE INCREASES UNTIL A COMPLETE AUDIT OF PINNACLE WEST CAPITAL CORP. IS CONDUCTED.

THIS IS THE SAME CORPORATION THAT HAS BEEN SHUTTING DOWN PALO VERDE FOR MAINTENANCE IN JULY, THEN REQUESTING A RATE INCREASE BECAUSE OF THE COST OF BUYING ADDITIONAL POWER DURING ONE OF THE HOTTEST MONTHS IN ARIZONA. WHY IS MAINTENANCE NOT DONE IN DEC.-JAN. RATHER THAN JULY?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: [Bradley Morton
Sent: [Tuesday, July 25, 2006 10:00 AM
To: [REDACTED]
Subject: [APS

Dear Mr Moresco,

I am in receipt of your opinion regarding the article on APS. The article has some errors, including the fact that there is no 21% increase pending for November. When a utility is evaluated it is done by our staff of 250 people and it is done on the basis of that utility rather than its parent corporation. We do not regulate the maintenance of Palo Verde, that is internal policy of the utility. I have entered your opinion so the Commissioners are aware of your concerns. If you have further issues please contact me.

Sincerely,
Bradley G. Morton
End of Comments

Date Completed: 7/25/2006

Opinion No. 2006 - 53951
