

E-01345A-05-0816

ORIGINAL



0000058886

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 53765

Date: 7/17/2006

Complaint Description: 05Z Quality of Service - Other

First:

Last:

Complaint By: n/a

n/a

Account Name: n/a

Home: [REDACTED]

Street: [REDACTED]
City: [REDACTED]

Work:

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

7/17/2006 - ***COPY OF LETTER SENT TO JACK DAVIS AT APS CC: ACC***

RE: Docket # E-01345A-05-0816

CORRESPONDENCE RECEIVED:

Jack Davis
Pinnacle West & APS

[REDACTED]

Mr. Davis

Arizona Corporation Commission

DOCKETED

AUG 2 2006

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 AUG - 21 A 9:34

RECEIVED

Attached is a copy of a job work order for work done at the home of APS supervisor [REDACTED]. The work order # is W271452 dated 11-22-05. The work was done by an APS crew and material was supplied by APS after [REDACTED] put up a new shop and it was done as a non-revenue job instead of a revenue one he would have to pay for. It says it was for voltage problems did anyone else in the area have the same voltage problems? How can an APS supervisor get work done without any charge from APS? APS also provided the material & employees to run 200 feet of wire and conduit to his shop, which is on the customer side of the meter and does not show on the work order. This job was done by a crew on regular time and overtime.

He also continually runs personal businesses using company time, phones, computers and vehicles. And he uses his APS status for personal gain in the community to promote his personal businesses and help his friends get things done. And he has his personal vehicle worked on during work hours tying up the mechanic & garage. One specific time was 11/22/05 when he came back from a trip to Mexico.

Four merit review people take home vehicles night. With gas prices the way they are isn't this a little expensive? Is this done in every area?

75324

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Do you do this for other supervisors and employees? Do you do this for customers? How do you justify asking for rate increases when APS is spending money for supervisors personal gain?

Maybe these things should be checked in to.

A concerned customer

Copy Jan Bennett
ACC

ATTACHMENTS (3)

- * APS CUSTOMER SERVICE WORK ORDER - REVENUE
- * AS BUILT
- * APS TRANSFORMER ORDER

** QUESTION TO APS:

WHAT IS THE STATUS OF THE CONCERNS EXPRESSED ABOVE?

(Copy of the work order and Transformer Order will be faxed immediately after the Inquiry is emailed)

End of Complaint

Utilities' Response:

7/17/2006 - Email Received from APS:

Hi Lupe,

I wanted to let you know this issue is being investigated internally within APS. Our Human Resources Department is interviewing employees this week. Generally, our Human Resources Department has a 30 day target for completion of an investigation such as this. At that time, any disciplinary action will be taken if found to be appropriate.

Thanks,
Angela
End of Response

Investigator's Comments and Disposition:

7/17/2006 - Emailed and Faxed to APS.

7/28/2006 - Spoke to Jessica & Angela at APS, who indicated APS has opened a internal investigation of the concerns expressed within this correspondence in which if it is found to be appropriate disciplinary action will be taken.

Jessica and Angela at APS indicated they will not be providing any further information to the Commission as they are not privy to the findings of the APS investigation.

8/1/2006 - Docketed with Docket # E-01345A-05-0816

CLOSED
End of Comments

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UTILITY COMPLAINT FORM

Date Completed: 8/1/2006

Inquiry No. 2006 - 53765
