

E-01345A-05-08'16

ORIGINAL



0000058887

ARIZONA CORPORATION COMM.

UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54049

Date: 7/27/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Nina

Morgan

Account Name: Nina Morgan

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: n/a

Contact Phone: n/a

Nature of Complaint:

Consumer is opposed to any increase that APS may want. She read the article in the news regarding "APS posts 320% rise in profits". Customers are not rich and a lot of people are living from paycheck to paycheck and can't afford any more rate increases. When do consumers get a break. The corporation is getting greedy. When she contacted APS she was told that APS does not have to answer to consumers but to the Utility Commission.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I informed consumer that her opinion would be filed in docket no. E-01345A-05-0816. closed

End of Comments

Date Completed: 7/31/2006

Opinion No. 2006 - 54049

Arizona Corporation Commission

DOCKETED

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AZ CORP COMMISSION
DOCUMENT CONTROL

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E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54092

Date: 7/28/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Cindy

Cain

Account Name:

Cindy Cain

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

[REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

n/a

Contact Phone: n/a

Nature of Complaint:

7/23/06

Home Phone: [REDACTED]

Alternate Phone: [REDACTED]

Email Address: [REDACTED]

Name of Utility Company: APS

Name on Bill: Robert M. Cain/Cindy Cain

Account Number: 950260280

Contacted Company:

The recent power supply adjustment that was permitted for APS increased my last bill by more than 17%. This is extremely unreasonable. It's a great deal higher than if you would permit them to raise rates a 5 or 7% increase. It seems to me that APS did not give you all of the appropriate information when they presented this request. I understand that they are requesting another increase. This is ridiculous. They are profitable and it's creating an extreme hardship on the consumers. Do their rates even compare to SRP???

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called consumer and left a message that this opinion would be filed in the APS rate case. E-01345A-05-0816. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 7/28/2006

Opinion No. 2006 - 54092

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54163

Date: 8/1/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Cynthia Last: Zuck

Account Name: Cynthia Zuck

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip: 85379

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Customer called to say that she is totally against Arizona Public Service getting any kind of rate increase especially since they recorded record profits. She thinks any repairs customers need should be paid by the stockholders of the company. She feels the company is a monopoly and questions why the Commission is not doing anymore to protect the consumer.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

I spoke to Ms. Zuck and I told her I would write up her comments for the record. I thanked her for calling the Commission and also advised her a copy of her opinion would be also entered into the docket. E-01345-05-0816. CLOSED.

End of Comments

Date Completed: 8/1/2006

Opinion No. 2006 - 54163