

FILE IN E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54940

Date: 8/31/2006

Complaint Description: 08Z Rate Case Items - Other

First: Last:

Complaint By: Larry Tax

Account Name: Larry Tax [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Cottonwood

CBR:

State: AZ Zip: 86326

is:

RECEIVED  
2006 AUG 31 3:41  
ARIZONA CORPORATION COMMISSION  
DOCUMENT CONTROL

Utility Company: Arizona Public Service Company

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received ACC Complaint Form dated 8-24-06:

I am tired of getting bills that do not allow for any reasonable amount of time in which to pay the bill before late charges are incurred. In this case, my APS bill was dated 8/11/06 and received by me in Chino Valley on 8/16/06. The due date to avoid late charges is 8/24/06. This is only 8 days after it is received and I still have to read the bill, make out the check, post it and hope that it is received by APS before late charges are incurred. Heaven help us if we are on vacation or away from home for a few days because this payment would never in a million years make it to them on time. Most companies allow anywhere from two weeks to 30 days for a payment before late charges are incurred. APS needs to amend their due dates to allow for receipt and mailing times.

\*End of Complaint\*

Arizona Corporation Commission

DOCKETED

AUG 31 2006

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED BY [Signature]

8-31 I called Jenny Vega to confirm that since their tariffs don't address the Billing Terms, that the Administrative Code (R14-2-210) applies. She confirmed that the AAC applied. I called the customer and acknowledged her complaint form. I provided the Billing Terms per AAC R14-2-210. The customer explained that she wanted the rules changed that applied for billing, she felt that the 15 day time frame was entirely too short. I agreed forward her OPINION to have this docketed since APS has pending rate case before this Commission, advised her comments would be noted and made a record of against this rate case (Docket # E-01345A-05-0816). E-mailed John LaPorta to have this OPINION docketed accordingly. File closed.

\*End of Comments\*

Date Completed: 8/31/2006

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