

FILE IN E-01345A-05-0816



0000060763

ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54604

Date: 8/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Robert

Fernhoff

Account Name: Robert Fernhoff

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received complaint referral letter from the AG's Office dated 8-11-2006. AG Complaint Form dated 8-3-06 states in the nature of the complaint "am enclosing this months APS bill & last months bill. Also a history of previous years electricity bills by month". The two attached bills have various charges circled by nothing as to the main thrust of the complaint.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8-17 I called the customer at 3:25pm and acknowledged his complaint which had been referred to the ACC by the AG's Office. I asked the customer for the exact nature of his complaint. Mr. Fernhoff replied that he was opposed to the APS rate case and actually wanted APS to decrease their rates due to profits they have realized. I agreed note his comments and have them placed on record in this matter. I e-mailed the OPINION information to John LaPorta, Phx CONS to have this docketed under E-01345A-05-0816. File closed.

End of Comments

Date Completed: 8/17/2006

Opinion No. 2006 - 54604

Arizona Corporation Commission
DOCKETED
AUG 18 2006

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

2006 AUG 18 P 4: 20

RECEIVED