



**ORIGINAL**  
**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

4700

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2006 - 54740

**Date:** 8/23/2006

**Complaint Description:** 08A Rate Case Items - Opposed

**Complaint By:** **First:** Willie **Last:** Bell

**Account Name:** Willie Bell

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** [REDACTED]

**CBR:** [REDACTED]

**State:** AZ

**Zip:** [REDACTED]

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

8/19/2006

Arizona Corporation Commission  
**DOCKETED**

**AUG 23 2006**

Willie Bell

[REDACTED]

**Phone:** [REDACTED]

**Email:** [REDACTED]

DOCKETED BY	NR
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Docket Number: E-01345A-05-0816

Case or Utility Name: rate case

This is an outrage to raise rates over, APS inability to manage it's company. I wish every time I make a mistake on my electric bill I could pass the buck!

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

mailed following response to customer. File in docket No. E-01345A-05-0816

August 23, 2006

Mr. Willie Bell

[REDACTED]

RECEIVED  
2006 AUG 23 P 4: 06  
AZ CORP COMMISSION  
DOCUMENT CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-05-0816

Dear Mr. Bell:

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/23/2006**

**Opinion No. 2006 - 54740**

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