

E-01345A-05-08114



0000060902

ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 54645

Date: 8/21/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Susan

Stratford

Account Name: Susan Stratford

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

8/21/06 Docket No. E-01345A-05-0816.

E-mailed received from Ms. Stratford:

Arizona Corporation Commission  
DOCKETED

RECEIVED  
2006 AUG 22 P 3:46  
AZ CORP COMMISSION  
DOCUMENT CONTROL

From: [REDACTED]  
Sent: Friday, August 18, 2006 12:49 PM  
To: Utilities Div - Mailbox  
Cc: Susan  
Subject: APS increase rates

Aug 22 2006  
DOCKETED BY  
nr

To the Arizona Corporate Commission in regard to APS requests for rate increases.

I have been reading about the requests for rate increases by APS. Looking at my recent APS bill, I question the need for another increase. The cost of electricity used at my 900 sq. ft. home (no pool) from 6/22/06 to 7/25/06 was \$89.87. \$71.69 for 36% on-peak usage, \$18.18 for 64% off peak usage. The total amount due to APS is \$201.93!

The additional charges are:	
Delivery service charge	39.37
Power supply adjustment	21.72
Basic service charge	6.96
System benefits charge	4.00
Metering & meter reading	7.27
Transmission & ancillary services	8.95
Billing	2.05
misc surcharges	.99
Taxes & fees	20.75
TOTAL	\$ 112.06

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

---

I feel that APS is adding on enough extra charges to my electric bill to more than cover the necessary expenses that occur in providing service to my home. Another rate increase should not be approved at this time. APS should monitor unreasonable expenses (such as bonuses and advertising) and do whatever is necessary to keep the cost of providing electricity to the consumer at a reasonable and affordable rate.

Thank you,  
Susan Stratford

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

8/21/06 Docket No. E-01345A-05-0816

E-mail response:  
August 21, 2006

Good morning Ms. Susan Stratford,

This is to acknowledge your e-mail dated August 18, 2006. Your e-mail regarding the Arizona Public Service ("APS") increase in rates 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.

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 e-mail.

Sincerely,

Al Amezcua  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/21/2006**

**Opinion No. 2006 - 54645**

---

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54647

Date: 8/21/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Susan

Smyth

Account Name: Susan Smyth

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

Customer indicates the current fees that APS is authorized to charge are extremely high. Customer does not understand the purpose for APS's current request to increase their rates.

Customer indicated she recently heard on the news that the Commission is accepting a letter of Explanation instead of making APS provide a in-depth, detailed explanation and also provide documentation to support their reasons for this request.

Customer indicates APS's customers are held captive as there is No competitive utility provider available to customers in APS service area.

Customer wonders when the rate hikes will stop, and questions if there is a end to the profits made by APS.

Customer feels APS should be held accountable for their profits and there should not be any additional rate increases approved.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

I advised the customer that her comments and concerns will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

I also informed the customer that the Commission will take into consideration her comments and concerns before a rendering a decision in this matter.

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

---

I also assured the customer that the Commission does thoroughly review applications received by utility companies to increase their rates to assure that the company has a legitimate reason for it's request to increase rates.

CLOSED

\*End of Comments\*

**Date Completed: 8/21/2006**

**Opinion No. 2006 - 54647**

---

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54682

Date: 8/22/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Rajeanne

Laurelle

Account Name: Rajeanne Laurelle

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket # E-01345A-05-0816  
08/22/06

Caller expressed a concern about future ability to afford her monthly electric bills due to the past rate increases that have been received by APS. She is opposed to any future rate increase the utility might request.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

08/22/06

Caller was thanked for the interest taken in the proposed rate increase. She was informed that her opinion would be placed on file with the Docket Control Center and would assist the Commission in the review of the rate application. Both the direct and toll free numbers were provided to caller should she have any questions relating to this issue.

\*End of Comments\*

Date Completed: 8/22/2006

Opinion No. 2006 - 54682

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 54620 Date: 8/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Bill

Admore

Account Name:

Bill Admore

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR:

State:

AZ

Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

8/18/06 Docket No. E-01345A-05-0816.

Mr. Admore called the Arizona Corporation Commission ("ACC") to give us a heads up. He is very disappointed that the Commissioners would grant Arizona Public Service ("APS") a rate increase and now have reported record breaking profits. This has been all over the news Channel 15 and 12 will continue to cover this story. Several organizations and groups are in the process of obtaining a license from the City of Phoenix and will be picketing the ACC.

In his opinion its time that someone investigate the Commission and elected officials because they are doing wrong and are probably in the pockets of APS. He hung up before I could say a word.

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

8/18/06 He hung up before I could say a word. Docket opinion for the record E-01345A-05-0816. CLOSED.

\*End of Comments\*

Date Completed: 8/18/2006

Opinion No. 2006 - 54620

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2006 54373**

**Date:** 8/9/2006

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

**Complaint By:** **Henry Hughes**

**Account Name:** Henry Hughes

**Home:** (000) 000-0000

**Street:** [REDACTED]

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

**City:** [REDACTED]

**CBR:**

**State:** AZ **Zip:** 85254

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

**Contact Phone:** (602) 000-0000

**Nature of Complaint:**

8/9/06 Mr. Hughes called the Commission to voice his opinion about APS Docket No. E-01345A-05-0816. He opposes to the rate increase. Such a tremendous increase is unjustified.

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

8/9/06 I advised Mr. Hughes that his comments regarding the 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.

Staff appreciates his comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

\*End of Comments\*

**Date Completed:** 8/9/2006

**Opinion No. 2006 - 54373**

E-01345A-05-0816

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** ([REDACTED])

**Priority:** Respond Within Five Days

**Opinion No. 2006 - 54728**

**Date:** 8/23/2006

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

**First:**

**Last:**

**Complaint By:** Jim

Dycus

**Account Name:** Jim & Marilyn Dycus

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** [REDACTED]

**CBR:**

**State:** [REDACTED]

**Zip:** [REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

**Contact Phone:** (602) 000-0000

### Nature of Complaint:

Docket # E-01345A-05-0816

08/23/06 CORRESPONDENCE RECEIVED 8/22/06:

August 15, 2006

Jim & Marilyn Dycus

[REDACTED]

Arizona Corporation Commission  
1200 W. Washington Ave.  
Phoenix, AZ 85007

To: Arizona Corporation Commission

We are Jim and Marilyn Dycus and we are writing to you to state our objection to the Classic Rate Case. We have lived in our home since 1964. For 42 years we have been an APS Customer on the classic rate. In all that time we have never had a missed or late payment. We are now retired and on a fixed income, one check a month. Most of the people that are on the classic rate are on a fixed income. Due to the greed of APS, they want to take this rate away from the people that need this rate the most. We were told by APS, that the classic rate was a frozen rate and as long as we resided at the same residence we were locked into it. So, why should we be penalized for being longtime valued APS customers.

If the classic rate is eliminated, there is only three rates to choose from. The standard rate, time advantage 9 p.m. -9 a.m. and time advantage 7 p.m. - noon rate. The two time advantage rates are not an option if your retired. Due to the fact, you can't run any major appliances that draw a lot of kilowatts. If your retired you're usually home during these hours and you need to run an air conditioner or heater. So, that leaves the standard rate and it is a drastic difference in cost. We the public do not have an option of choosing our electric company. And, we are now left with no choice of an electric rate.

Sincerely,

Jim and Marilyn Dycus

\*End of Complaint\*

**Utilities' Response:**

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

---

**Investigator's Comments and Disposition:**

08/23/06

Letter to Mr. and Mrs. Dycus as follows:

August 23, 2006

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Mr. and Mrs. Dycus:

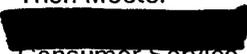
Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

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,  
Trish Meeter

  
Consumer Service Specialist  
Utilities Division

\*End of Comments\*

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

**Opinion No. 2006 - 54728**

---

E. 01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54715

Date: 8/22/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Joseph

Kerekes

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

08/22/06

Docket # E-01345A-05-0816

Caller is opposed to another rate increase approval for Arizona Public Service Company because his current bills are already too high. He is on a fixed income and will have difficulty in paying higher bills.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

08/22/06

Caller was thanked for the interest taken in the proposed rate increase. He was informed that his opinion would be placed on file with Docket Control to be made part of the public record and would assist the Commission in the review of the rate application. Both the direct and toll free numbers were provided to the caller should he have any questions relating to this issue.

\*End of Comments\*

Date Completed: 8/22/2006

Opinion No. 2006 - 54715