

FILE IN E-01345A-05-0816 E-01345A-05-0827  
E-01345A-05-0826



ARIZONA CORPORATION COMMISS...  
UTILITY COMPLAINT FORM

41000

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 55489

Date: 9/25/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Amy

Hall

Account Name: Amy Hall

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Peoria

CBR:

State: AZ Zip: 85383

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

9/21/06

Amy Hall  
[REDACTED]  
Peoria, AZ 85383

Phone Number: (623) 566-2166

Email: [REDACTED]

Comment on Docket: APS Rate Increase  
Docket Number: E-01345A-05-0816  
Case or Utility Name: Arizona Public Service  
Position on Docket: CON

Arizona Corporation Commission  
DOCKETED

SEP 27 2006

DOCKETED BY [REDACTED] NR

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 SEP 27 P 2:50

RECEIVED

I can not believe that APS needs to have a 21.3% rate increase. As long as there is no real choice of service providers the consumer will be forced to pay rates that allow for profits and not better service. It is a well known fact that SRP provides lower energy cost to their customers because they are not a profit driven entity. SRP can loan out customer service to APS, provides refunds at the end of the year to the same customer for the excess charges and still make money on the deal! There is something very wrong with a system that does not allow all consumers the opportunity to choose between a company that gouges the consumer and one that provides service without the need for excess profit. Competition for service would result in lower rates and help consumers.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

09/25/06-I left a voice-mail for the customer thanking her for writing the Commission about her opinion about the APS rate case. I advised her comments would be added to the record and a copy placed in the docket. E-01345-05--816. Left my phone number for the customer, if needed. CLOSED.

\*End of Comments\*

**Date Completed:** 9/25/2006

**Inquiry No.** 2006 - 55489

---