

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

**ORIGINAL**



0000062075

**ARIZONA CORPORATION COMMISS.**  
**UTILITY COMPLAINT FORM**

4706

**Investigator:** Deb Reagan

**Phone:** (602) 364-0236

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No. 2006 - 55826** **Date: 10/11/2006**

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

**First:**

**Last:**

**Complaint By:** **Mary Hindman**

**Account Name:** Mary Hindman

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

**Street:** 4306 N. 20th Street

**Work:**

**City:** Phoenix

**CBR:**

**State:** AZ **Zip:** 85016

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

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

**Nature of Complaint:**

\*\*\*\*\* E-01345A-05-0816 \*\*\*\*\*

Ms. Hindman is opposed to the proposed rate increase. She feels that the Palo Verde plant should not supply electricity to other states (Nevada) or countries (Mexico). She feels this is happening at a cost to APS rate payers.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Advised caller that I would enter her comments for the record and with the Docket in this matter. I thanked her for taking the time to call and express her opinion.

\*End of Comments\*

**Date Completed:** 10/11/2006

**Opinion No. 2006 - 55826**

Arizona Corporation Commission

**DOCKETED**

OCT 13 2006

DOCKETED BY **nr**

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 OCT 12 A 9:21

RECEIVED

E-01345A-05-0814  
E-01345A-05-0826  
E-01345A-05-0827

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2006 - 55819

**Date:** 10/11/2006

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

**First:**

**Last:**

**Complaint By:** Joan

McAllister

**Account Name:** Joan McAllister

**Home:** [REDACTED]

**Street:** n/a

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

**City:** [REDACTED]

**CBR:**

**State:** AZ Zip: 00000

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

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

**Nature of Complaint:**

Customer is very opposed to the rate increase. They are retired and on Social Security they did not get an increase in their checks and how are they going to afford the increase. She read in the newspaper that APS has asked for another rate increase on top of the hearing that is being held now. She states that the article states that APS is requesting for the additional increase to build more plants for the current and future growth that it expected in the City of Phoenix. She feels that they should not have to pay for the growth in the City when they live in Kearny.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I explained that her opinion would be filed in the current APS rate case. Closed

File in docket No. E-01345A-05-0816; E-01345A-05-0826 and E-01345A-05-0827

\*End of Comments\*

**Date Completed:** 10/11/2006

**Opinion No.** 2006 - 55819

E 01345A -05-0826

E 01345A -05-0827

E 01345A -05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Lynn Combs

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2006 - 55828

**Date:** 10/11/2006

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

**First:**

**Last:**

**Complaint By:**

Gary

Abrahamson

**Account Name:**

Gary and Ruth Abrahamson

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:**

**City:**

[REDACTED]

**CBR:**

**State:**

AZ

**Zip:**

[REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

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

**Nature of Complaint:**

10/11/06 EMAIL CORRESPONDENCE RECEIVED

From: Gary/Ruth Abrahamson [REDACTED]  
Sent: Monday, October 09, 2006 6:21 PM  
To: Utilities Div - Mailbox  
Subject: APS Rates

Mr. Chairman;

I see that APS is again requesting a substantial rate increase. According to the media, this increase is required to accommodate the population growth in Arizona. Is it not the requirement of the Corporation Commission that future beneficiaries pay for the capital expenditures required for the growth? I understand that APS needs to expand their generating and transmission capacity, but those expenditures should not be born by the existing rate payers. A municipality or special taxing district would bond for the improvements and pass the debt service to the beneficiaries. Why is APS different? They also have the ability to do a stock offering to cover the capital cost of this growth. I was the Chairman of the Board of Directors of a special taxing district for many years, and I would never consider passing the capital costs of expansion to the existing rate payers. Again, why is APS different?????

Gary Abrahamson

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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Gary and Ruth Abrahamson

[REDACTED]

RE: Arizona Public Service  
DOCKET # E01345A-05-0816

Dear Mr. and Mrs. Abrahamson,

Your letter regarding the Arizona Public Service (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 rate 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 [REDACTED]

Sincerely,

Lynn Combs  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

Date Completed: 10/11/2006

Opinion No. 2006 - 55828

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E 01345A-05-0826

E 01345A-05-0827

E 01345A-05-0816 ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55822

Date: 10/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Chip Last: Wilder

Account Name: Chip Wilder

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

10/11/06 EMAIL CORRESPONDENCE RECEIVED

From: Wilder, Chip [REDACTED]  
Sent: Monday, October 09, 2006 10:33 AM  
To: Utilities Div - Mailbox  
Subject: APS 20% rate increase request

I have a difficult time understanding the 20% rate increase APS is requesting. There are several reasons for this.

Oil and natural gas prices are now headed down, and the trend appears to be downward. 40,000 new customers per year equals much additional revenue. A 20% rate increase is way out of line when compared with overall cost increases in the economy.

Please guide APS back to reality.

Thank you,

Chip Wilder  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

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

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**Investigator's Comments and Disposition:**

10/11/06 EMAILED TO [REDACTED]

Mr. Chip Wilder  
[REDACTED]

RE: Arizona Public Service  
DOCKET # E01345A-05-0816

Dear Mr. Wilder;

Your letter regarding the Arizona Public Service (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 rate 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 [REDACTED]

Sincerely,

Lynn Combs  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed:** 10/11/2006

**Opinion No.** 2006 - 55822

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E-01345A-05-0826  
E-01345A-05-0827

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2006 - 55827**

**Date:** 10/11/2006

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

**Complaint By:** Inga

**Last:** Bambas

**Account Name:** Inga Bambas

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

**Street:** [REDACTED]

**Work:**

**City:** Phoenix

**CBR:**

**State:** AZ Zip: 85028

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

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

**Nature of Complaint:**

\*\*\*\*\* REFERRED FROM COMMISSIONER MAYES' OFFICE \*\*\*\*\*

\*\*\*\*\* E-01345A-05-0816 \*\*\*\*\*

Customer called the Commission to express her opposition to the proposed rate increase. Customer feels that the iron and steel used at Palo Verde needs to be replaced. She feels that the Palo Verde plant is deteriorating overtime and that APS should have a policy in place for making repairs and not have to raise the rates. She feels that APS is slow to repair their plants but quick to raise salaries. She feels that money is being put toward executive salaries which should be used for other items. Customer states "Being greedy does not make a better America".

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following letter to customer -

Dear Ms. Bambas:

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

The concerns raised in phone calls, e-mails and 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.

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

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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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 10/11/2006

Opinion No. 2006 - 55827

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2006 - 55690** **Date:** 10/3/2006

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

**Complaint By:** **First:** John **Last:** Kilburn

**Account Name:** John Kilburn **Home:** (000) 000-0000

**Street:** [REDACTED] **Work:**

**City:** Phoenix **CBR:**

**State:** AZ **Zip:** 85032 **is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment **Contact Phone:** (602) 000-0000

**Nature of Complaint:**

\*\*\*\*\* E-01345A-05-0816 \*\*\*\*\*

Customer sent the following correspondence to the Commission -

Arizona Corporation Commission

I would like to know why you people allow APS Electric Rate Increases. It is getting so that us retired people living on fixed incomes have to choose between medicine, food, or electricity. I am seventy four years old and trying to live on \$1200.00 social security every month. I am on Equalizer payments that went from ninety nine dollars a month last year to One hundred twenty two dollars a month this year I am a Diabetic with two kinds of arthritis and have only one leg. So I can't work.

APS pays big dividends to their rich stock holders while customers that can least afford higher electric rates have to pay the tariff. How about give us a break for a change.

John Kilburn  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following response to customer -

Dear Mr. Kilburn:

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

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

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The concerns raised in phone calls, e-mails and 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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division

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NOTE FROM STAFF

Through Inquiry 2006-55694, APS was contacted to verify if customer is on the low-income rate. Customer is on the E-3 rate (low-income) and is exempt from the PSA charge and surcharge approved earlier this year.  
\*End of Comments\*

**Date Completed: 10/12/2006**

**Opinion No. 2006 - 55690**

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E01345A-05-0816  
E01345A-05-0826  
E01345A-05-0827

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Lynn Combs

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2006 - 55847

**Date:** 10/12/2006

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

**Complaint By:** **First:** Marcela **Last:** Lopezlira

**Account Name:** Marcela Lopezlira

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** [REDACTED]

**CBR:** [REDACTED]

**State:** AZ

**Zip:** [REDACTED]

**is:** [REDACTED]

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

10/12/06 EMAIL CORRESPONDENCE RECEIVED

I have no choice but to use APS for electricity. I am a single mom. I do NOT get any child support of any kind, I get NO government assistance of any kind, I pay all my bills on time, I work hard, very hard for my earnings and to pay my bills. I am a responsible citizen. It is not fair that I get charged for another hike in electricity. The valley is growing fast, etc etc. Get the money from the incoming people, the people who are moving into the valley and the new developments going up all over around us. I have lived here for 20+ years. Don't charge me for others' expense. If I had a choice, I would go with SRP but I have no choice. Unlike the rate hikes, I won't see a salary hike and the million other APS customers won't either. Do not allow the hike. It is not fair.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/12/06 RESPONSE EMAILED TO [REDACTED]

RE: ARIZONA PUBLIC SERVICE  
DOCKET # E 01345A-05-0816

Dear Ms. Lopezlira:

Your letter regarding the Arizona Public Service (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

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

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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 [REDACTED]

Sincerely,

Lynn Combs  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed: 10/12/2006**

**Opinion No. 2006 - 55847**

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E01345A-05-0816

E01345A-05-0826

E01345A-05-0827

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 55859

Date: 10/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Annette M.

Cecich

Account Name: Annette M. Cecich

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: 00000

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received the following customer e-mail:

From: Annette [REDACTED]  
Sent: Wednesday, October 11, 2006 10:24 AM  
To: Utilities Div - Mailbox  
Subject: utilities hearings

Is there going to be an public hearing for the raise for APS?  
If they get it it will have been raised 41% in one year. I know Arizona wants to be California, where they are use to high real estate taxes and high utilities bills. What about the people that have lived here for 40 years and were planning to retire here, we jump started this state, don't make us leave because we can't afford our utility bills. Cost of living raise are not 41% so why should APS get that. If they made bad business decisions, let their shareholders take the fall. Electric is a necessity in Arizona not a luxury.

Annette M. Cecich  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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10-12 I replied back to the customer with the following e-mail:

Dear Ms. Cecich:

I received your e-mail dated October 11, 2006, regarding the proposed rate increase application for Arizona Public Service ("APS"). I appreciate the time that you have taken to express your comments regarding this matter. Public Comment meetings have not been scheduled for this case.

Your letter regarding the APS rate case has been entered into our database and filed with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commissioners 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 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.

You may call me toll free at [REDACTED] if you have any questions regarding this matter.

Sincerely,

Reg Lopez  
Public Utilities Consumer Analyst II  
Utilities Division - Tucson Office

10-12 E-mailed to Lynne @ Phx Cons to have this OPINION docketed under the following APS Docket No.'s:  
E-01345A-05-0816  
E-01345A-05-0826  
E-01345A-05-0827  
\*End of Comments\*

File closed.

**Date Completed: 10/12/2006**

**Inquiry No. 2006 - 55859**

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