

E-01345A-05-0816

E-01345A-05-0826

**ORIGINAL**



0000062084

E-01345A-05-0827

ARIZONA CORPORATION COMMISSION

4705

**UTILITY COMPLAINT FORM**

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55696

Date: 10/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Barbara

Saul

Account Name: Barbara Saul

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/03/06 CORRESPONDENCE RECEIVED ( Complaint Form )

I am shocked and amazed that APS has again filed for an increase in your utility rates. The Arizona Corporation Commission have already granted you one increase, which was slightly below the exorbitant amount you initially filed for, and now you are filing for another.

In the meantime, the public sees no evidence of any attempts on APS's part to cut its overhead. Nor does the public see any change or improvement on services. At the same time, your top executives and CEO are being paid outrageous sums of money which is being subsidized by the consumer! The public has seen no evidence of why this second increase is being filed and to what this increase is to be applied to, other than for bonuses and pay increases for a select few of the company.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

10/03/06 Emailed customer [REDACTED]

Ms. Barbara Saul  
[REDACTED]

Re: Arizona Public Service  
Rate Case Docket W-01345A-05-0816

Arizona Corporation Commission  
**DOCKETED**

OCT - 6 2006

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 OCT - 6 A 11: 24

RECEIVED

10/3/06

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

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Dear Ms Saul,

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 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,

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

**Date Completed: 10/3/2006**

**Opinion No. 2006 - 55696**

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