

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



0000062192

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55886

Date: 10/13/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Merle

Pasternack

Account Name: [REDACTED]

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:

10/12/06
DOCKET # E-01345A-05-0816
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Caller is opposed to any rate increase submitted by the utility. He is disabled and can ill afford an increase in billings. His social security increase amounted to only 2% and he does not see why the utility should receive a 21% increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/12/06
Caller was assured that his comments would be docketed for public record and reviewed by the Commissioners before making a decision.

End of Comments

Date Completed: 10/13/2006

Opinion No. 2006 - 55886

Arizona Corporation Commission

DOCKETED

OCT 17 2006

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL
2006 OCT 17 11:29 AM

RECEIVED

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55885

Date: 10/13/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Faith Last: Betz

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR: [REDACTED]

State: AZ [REDACTED] is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

10/12/06

DOCKET # E-01345A-05-0816

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Caller is opposed to proposed rate increase by utility. She feels that too much money is spent on advertising, the sponsoring of events and too many contributions made to colleges. She feels that this money can be better spent or reduced so that rate increases would not be necessary. Ms. Betz does not mind paying for what she uses but feels that the utility should reduce it's spending in these areas.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/12/06

Caller was advised that her comments would be docketed and made a matter of public record and then reviewed by the Commissioners before a decision was rendered. She was provided with my phone number for any futher concerns and thanked for the time taken to submit her comments.

End of Comments

Date Completed: 10/13/2006

Opinion No. 2006 - 55885

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 55834

Date: 10/11/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charles

Greer

Account Name: Charles Greer

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

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

Per Mr. Greer, he called the commission to voice his opinion about the request from APS to increase the already high rates. He feels this stinks and APS should raise the rates for the new people moving into the State of Arizona. This is blooming ridiculous he needs to have medication but the increase in rates how is this going to be possible. He's lived in Arizona since 1948 and he doesn't see anyone giving him any extra money. Everything keeps going up but not his income. People on a fix-income need a break too. Somebody needs to do something about it.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/11/06 Opinion was docketed under E-01345A-05-0816 - E-01345A-05-0826 - E-01345A-05-0827.

I explained to Mr. Greer that his comments regarding the Arizona Public Service ("APS") proposed rate increase application would 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.

ARIZONA CORPORATION COMMISSION
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Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.
End of Comments

Date Completed: 10/11/2006

Opinion No. 2006 - 55834

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55916

Date: 10/13/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: James

Taylor

Account Name: James Taylor

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

October 9, 2006

Corporation Commission
Utilities Director
ATT: Consumer Services
1200 W. Washington Street
Phoenix, AZ 85007

I am alarmed that APS wants to increase our electric bills again this year and this makes me very angry and disgusted why APS would, dare to try this once again. APS wants to try to increase our electric bills to go up to 20.4% again this year and make a \$434.5 million annually large corporate profits for what??????????

They never said why they wanted an increase on Channel 12 and on Channel 15.

This-makes one's bill to increase by \$21.00 more per month especially people on a 1,x and or on a low wage income.

How much did our electric bills go up earlier this year????????????????????????????????

APS wanted a 99% increase, but they received an increase by the approval of the Commission of 8.3% for what????????????????? This still makes no since????????????????

APS wants an additional 12.1 % rate hike to 8.3% already approved for the emergency rate increases for the following year. This is ridiculous. This proves that A.P.S. is nothing, but a money hungry Robber Baron of the 1930s to squeeze every dime out of the consumers to be poorer and have APS become a very rich electric company and this makes no since to anyone.

ARIZONA CORPORATION COMMISSION
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T can believe that this company is trying to push for more increases for non-since seems like almost every 4-6 months for an increase approved from the Coropate Commission..

When is it enough on our large electric bills to stop mcreasing7777?????????? Can you the Corporate Commission tell APS to stop trying to increase the consumer bills and to rob us blnd7777???

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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ACC staff called customer @ 1626 to let customer know that the ACC was in receipt of his Opinion and that the Commissioners will have an opportunity to read his comments prior to voting on these three separate issues. Customer thanked the ACC staff for its assistance in this matter. CLOSED.
End of Comments

Date Completed: 10/16/2006

Opinion No. 2006 - 55916
