

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

ORIGINAL



ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez Phone: [redacted] Fax: [redacted]

Priority: Respond Within Five Days

Opinion No. 2006 - 55909 Date: 10/13/2006

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: Don McCartney

Account Name: [redacted] Home: [redacted]  
Street: [redacted] Work: (000) 000-0000  
City: [redacted] CBR:  
State: [redacted] Zip: [redacted] is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: For assignment Contact Phone: [redacted]

Nature of Complaint: Arizona Corporation Commission DOCKETED

Received the following email:

NOV 15 2006

October 12, 2006

Regarding APS for a rate increase

DOCKETED BY [signature]

Dear Commission:

APS is the most wasteful Corporation that I know of. They are a monopoly yet they run large ads on tv, in newspapers. APS rents or buys boxes for there supporters. I phone APS they could not tell me where to set my thermostat for my home this last summer. They could not tell me. I read there as in the newspaper. They said phone aps for a referral for a air conditioner tone up co. the one APS recomined said I needed \$330.00 in repairs. I phone another air conditioner company, they came out checked my air conditioner and said that it was ok. They charged me just a \$49.00 service charge APS does not warrant at 20% raise in its rates. APS does not warrant at 9% raise.

I would say a 5% raise and let them cut out all the pork. In their company. Let APS give every senior a 10% monthly cut on their electric bill. Written by Dan McCarthy, [redacted]  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

10/17-(ACC):  
Docket # E-01345-A-05-0816, E-01345-A-05-0826, E-01345-A-05-0827

AC staff called customer @ 1021 to let customer know that the Arizona Corporation Commission in in receipt of his correspondence and that his opinion will be entered into our database for the record. Customer also told that

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2006 NOV 15 P 3:58  
AZ CORP COMMISSION  
DOCUMENT CONTROL

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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his opinion would be docketed so that the Commissioners will consider customer's comments before a decision is rendered in the APS application. CLOSED.

\*End of Comments\*

Date Completed: 10/17/2006

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