

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

ORIGINAL



ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4706

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55906 Date: 10/13/2006

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

Complaint By: **First:** Lou **Last:** Savanelli

Account Name: [REDACTED] **Home:** (000) 000-0000

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

City: Tucson **CBR:** [REDACTED]

State: AZ **Zip:** 85701 **is:** E-Mail

Utility Company: Arizona Public Service Company

Division:

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

Nature of Complaint:

Received the following email:

Arizona Corporation Commission
DOCKETED

From: [REDACTED]
Sent: Thursday, October 12, 2006 7:30 AM
To: Utilities Div - Mailbox
Cc: Bradley Morton; 'Lou Savanelli'
Subject: RE: APS - 20% increase -- another request

NOV 15 2006
DOCKETED BY [Signature]

RECEIVED
2006 NOV 15 1 P 3:51
AZ CORP COMMISSION
DOCUMENT CONTROL

Re: Arizona Republic October 11, 2006

So, as we fully anticipated, APS wants another increase. Once again back to the trough for more money - to pad corporate profits. The parent company, 7/22/06 as stated in the Arizona Republic, posts a 320% profit. ...and once again APS needs more money for what?

They want 20.4% more and the Commission wants to grant them 9% - how generous - either way APS makes out. APS needs to manage their business - not soak their current customer base. Does APS come back the next time requesting 40% so they'll be granted a 20% increase? If rampant new development is straining their resources, which ultimately generates more revenue for APS, then APS should assess new developments and developers accordingly which are accumulating at a runaway pace. Obviously, new development must be profitable. What are developers profit increases? Let them pay if that is the case.

NOT THOSE OF US WHO CONTINUALLY TRY TO CONSERVE AND MANAGE OUR ELECTRIC USE - BUT ARE CONSTANTLY CHALLENGED BY APS's REQUESTS FOR INCREASES AND THE COMMISSION'S WILLINGNESS TO GRANT INCREASES.

What is APS doing to manage their costs?

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

This latest request of 20.4% should be summarily rejected. Maybe they'll get the message.

Yes, I'm stating this strongly - maybe you'll get the message.

enough is enough.

Thank you,

L. P. Savenelli

From: [REDACTED]
Sent: Tuesday, August 29, 2006 2:50 PM
To: [REDACTED]
Cc: 'Bradley Morton'; 'Lou Savenelli'
Subject: RE: APS - 320% Profits -- Electrical Utility Increases???

RE: Continuous rate increases for APS

The Saturday, July 22, 2006, edition of the Arizona Republic contains a FRONT PAGE HEADLINE that screams:

"Parent of APS posts 320% rise in profits"

Sub Head:

"Utility still seeks OK to boost bills"

There is something seriously wrong with

1. APS for continuing to request exorbitant increases

and/or

2. The commission for continuing to grant APS increases this year in the amount of 27 %.

This is a public utility supposedly serving the public - but at what expense on the backs of their consumers. Neither does it give them the right to constantly (request) increase their rates - which they appear to receive approval of at the drop of a hat and the commission appears to approve.

If their parent company is realizing profits of 320%, I truly believe APS is a major contributor to that profit - which is beyond excessive.

And let's underscore the word PROFIT - money - PROFIT- over and above - this is not revenue - it is profit.

THUS HOW CAN THE COMMISSION CONTINUE TO SIT THERE AND GRANT APS CONTINUING INCREASES?

LUDICROUS!

And no matter what we as homeowners or the APS consumer base does to attempt to control costs, short of

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

turning off our electricity,
our monthly bills will continue to increase.

And again I ask, What is APS doing to control their costs?

Will the Commission continue to grant rate increases? I AM OPPOSED.

Submitted by,
L. Savenelli
8-29-06

From: [REDACTED]
Sent: Thursday, March 23, 2006 10:32 AM
To: [REDACTED]
Cc: Lou Savenelli
Subject: RE: continued -- Electrical Utility Increases

RE: APS REQUEST FOR AN INCREASE IN RATES.

I'M OPPOSED

AZ Republic Article on March 21 reports APS's need for a \$233 million increase.

APS truly believes by year-end they'll have a 27% increase for the year.

APS just keeps coming back for more money. "WE CAN JUST CHARGE THE USERS"

WHAT IS APS DOING TO MANAGE AND CONTROL ITS EXPENSES? CUTS? CONTROLS?

NOTHING AS FAR AS THE PUBLIC KNOWS. - JUST HOW MUCH MORE MONEY DO THEY
WANT.

DISAGREE - REJECT THEIR REQUEST. THEY NEED TO FIRST GET CONTROL OF THEIR

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

BUSINESS.

PREVIOUS WEEK - AZ REPUBLIC REPORTS THAT APS HAS A PROBLEM AT THE NUCLEAR FACILITY AND THEY HAVE TO REPLACE SOME PIPES. Fine, I'm all for maintenance, preventative maintenance, up-keep, etc.

BUT WHY, ACCORDING TO APS DO THEY PLAN ON MAKING THE CHANGES/REPAIRS IN JUNE? THEY HAVE KNOWN ABOUT THIS

PROBLEM, WHY NOT FIX IT NOW WHEN ELECTRICAL USE/DEMAND IS CONSIDERABLY LOWER IN COOLER WEATHER??? THUS..

COST TO THE CUSTOMER WILL BE LESS.

INSTEAD THEIR REACTION IS "WE'LL PLAN TO FIX IT IN JUNE, THE COST TO PURCHASE NECESSARY ELECTRICITY FOR

OUR CUSTOMERS WILL BE HIGHER IN PEAK SUMMER MONTHS AND WE'LL [JUST] HAVE TO PASS THAT COST ON TO OUR USERS.

THAT IS A BLATANT, IRRESPONSIBLE APPROACH. I BELIEVE, THEY DON'T CARE. APS - WE WILL JUST KEEP GOING BACK TO THE CUSTOMER

TROUGH AND HITTING THEM WITH MORE INCREASES.

ALSO, TO THE BEST OF MY KNOWLEDGE APS RECEIVED AN INCREASE A FEW YEARS AGO - SPECIFICALLY FOR MAINTENANCE

UPKEEP AT THE NUCLEAR FACILITY. SO WHAT HAPPEN TO THAT MONEY? WHY ISN'T IT BEING USED TO 'FIX' THE CURRENT

PROBLEM???

APS CITES ONE OF THE REASONS FOR INCREASED COSTS IS THE RAMPANT, INCREASED BUILDING IN THE VALLEY. THEY SHOULD PASS THOSE INCREASED COSTS DIRECTLY TO THE DEVELOPERS AND USERS IN THOSE AREAS CREATING THE DEMAND. DON'T TAX ME FOR SOMEONE ELSE'S REQUIREMENTS.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

YES, I TRULY BELIEVE, THE ARIZONA CORPORATION COMMISSION SHOULD REJECT ALL INCREASES FOR APS - UNTIL APS GETS ITS OWN HOUSE IN ORDER, MANAGEMENT CONTROLS THEIR EXPENSES AND THE ATTITUDE CHANGES ABOUT THE NONCHALANT MANNER IN WHICH THEY CONTINUE TO REQUEST INCREASES TO COVER THEIR EXPENSES AND SIMPLY PASS IT ON TO THE CUSTOMERS. MANAGE YOUR BUSINESS!!

I'M DOING MY SHARE TO ACTIVELY REDUCE MY ELECTRIC USAGE - AND, WITH CONTINUING INCREASES, MY BILL STRUGGLES TO REFLECT MY EFFORTS TO CONVERSE.

L. SAVENELLI

From: Lou Savenelli [mailto:savenaz@cox.net]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sent: Friday, February 24, 2006 4:10 PM
To: [REDACTED]
Cc: Lou Saveneff [REDACTED]
Subject: Electrical Utility Increases

Arizona Corporation Commission

Re: APS electrical utility rate increase.

I am opposed to any additional utility rate increases for APS during 2006.

I just received my February statement:

Reflecting a 28% reduction in my electrical usage

BUT ONLY A 22% REDUCTION IN MY CHARGES.

Upon inquiring at APS they informed me the difference is due to a recent 4 % increase

AND

"By year-end they will have a total of a 27% increase." Thus by end 2006 I'll be paying a lot more for less.

I'm a retiree on a fixed income - who will never realize a 27% increase in my retirement income.

APS MUST be controlled - they MUST get their own house in order - manage their resources and adjust, compromise

and enforce financial reductions within their own business practices as they are forcing their electrical consumers to do.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

PLEASE STOP THE MADNESS AND REJECT FUTURE INCREASES!!!!

Respectfully submitted,

L P Savenelli
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17:
ACC staff replied with the following via email:

Dear Mr. Lou Savenelli:

RE: Arizona Public Service Company
Docket No. E-01345A-05-0816, E-01345A-05-0826,E-01345A-05-0827

Dear Mr. Lou Savenelli:

Your letter regarding the Arizona Public Service Company ("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 1-800 535-0148.

Sincerely,

Richard Martinez
[REDACTED]
Public Utilities Consumer Analyst
[REDACTED]

CLOSED.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 10/17/2006

Opinion No. 2006 - 55906
