

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

ORIGINAL



ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 56225

Date: 10/27/2006

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

Complaint By: First: Nancy Last: Martin

Account Name: Nancy Martin 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: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:  
10/23/06 EMAIL CORRESPONDENCE RECEIVED:

Arizona Corporation Commission  
**DOCKETED**

OCT 30 2006

[REDACTED]  
Sent: Saturday, October 21, 2006 7:54 AM  
To: Utilities Div - Mailbox  
Subject: electric bill:

DOCKETED BY [Signature]

I am a single woman living in a small home. I am careful about the energy I use. In 2004 I was paying \$87.00 a month, and as of this past month my electric bill has gone up to \$112.00 a month. I noticed that just about half of that bill was taxes, metering charges, delivery charges, environmental surcharges, power supply adjustments, meter reading charges, billing charges, system benefits charges ect. I live on social security and get a small retirement benefit. I fear that next year I will not be able to run my air conditioner at a healthy level, and not I understand that the rates may go even higher. I make a little too much to qualify for aid so that is not an option. Is there anything I could do to lower these costs. It is difficult when the cost of living gets higher each year and one is on a fixed income.

Thank you for your concern,  
Nancy Martin  
[REDACTED]

End of Complaint

Utilities' Response:

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 OCT 30 P 1:26

Investigator's Comments and Disposition:

RECEIVED

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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10/23/06 Filed Inquiry # 56119 with utility regarding lower cost.- Docketed Opinion to docket # E01345A-05-0816 and emailed customer following letter:

NANCY S MARTIN  
[REDACTED]

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

Dear Ms. Martin

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. In addition I have filed an inquiry # 56119 with the utility regarding your current energy plan.

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  
Consumer Service Specialist  
Utilities Division

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Inquiry 56119 was inadvertently filed as opinion  
\*End of Comments\*

Date Completed: 10/27/2006

Opinion No. 2006 - 56225

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