

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

ORIGINAL



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4100

Investigator: Carmen Madrid Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 56961 Date: 12/6/2006

Complaint Description: 01A Billing - High/Low
08A Rate Case Items - Opposed

Complaint By: First: Charles Last: Glisson

Account Name: Charles Glisson Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

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:

Consumer is opposed to any rate increased for APS.

Customer is on Equalizer Plan and his bill has increased over the past few months. He states that he was paying \$280.00 on the plan and in July the amount increased to \$316.00 October amount increased to \$341.00 and in January the amount will be increased to \$374.00.

He does not understand why the amount is increasing every couple of months.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/6/06 Opinion filed in E-01345A-05-0816, E-01345A-05-0826 and E-01345A-05-0827. closed
End of Comments

Date Completed:

Opinion No. 2006 - 56961

Arizona Corporation Commission
DOCKETED

DEC - 6 2006

DOCKETED BY [Signature]

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2006 DEC - 6 P 4: 21
AZ CORP COMMISSION
DOCUMENT CONTROL

E-01345A-05-0816
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 56831

Date: 11/30/2006

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

Complaint By: First: Cynthia Last: Shiffer

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: [REDACTED]

Nature of Complaint:

11/29/06 DOCKET NO. E-01345A-05-0816
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Caller wished to express her opinion on the proposed rate increase for APS. She states that she and her husband are on a fixed income and are already on demand usage schedule. They are careful about their usage, do what they can to conserve energy and do their part to make cut backs in usage. She feels that the company should be showing the same type of care in their finances, expenses and requests for increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Caller was assured that her opinion would be taken into consideration before any rate increases were approved and that her comments would be made a matter of public record. She was advised that she could call me with questions or concerns in the future.

End of Comments

Date Completed: 11/30/2006

Opinion No. 2006 - 56831