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



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ORIGINAL

ARIZONA CORPORATION COMMISS.
UTILITY COMPLAINT FORM

4700

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 58694

Date: 2/23/2007

Complaint Description: 08A Rate Case Items - Opposed
09Z Rates/Tariffs - Other

Arizona Corporation Commission
DOCKETED

FEB 27 2007

Complaint By: **First:** Joanne

Last: Normandeau

Account Name: Joanne Normandeau

Home: [REDACTED] **DOCKETED BY** [Signature]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED] **Zip:** [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

RE: Docket No. E-01345A-05-0816
E-01345A-05-0826
E-01345A-05-0827

**** ALSO REFER TO ACC INQUIRY NO. 58642 ****

2/21/2007 - CORRESPONDENCE RECEIVED - OPPOSED OPINION:

February 17, 2007

Dear Az Corp Commission,

I became APS customer on 10/6/06. I was unaware of fees that were going to be assessed to customer's bills for 2007 (see attached) I think that it is not acceptable to charge new customers especially without informing them at time that they became a customer.

Also I called the APS customer advocate and he informed that these charges were due to Hurricane Katrina & Rita and increases in fuel cost. What does Katrina & Rita have to do w/Arizona? If that is the case, then APS & AZ Corp should get the money from the Federal government not, the customers. Also the advocate informed that there is a rate increase pending. I am opposed to such an increase as the bills would be even higher yet. Most customers have a hard enough time paying the bill just as it is. But now you want to increase the rates prior to the summer.

Finally, when I turned on my APS service, I did not have a choice in the Utility Company (ies) available. When I turned on my phone service, I could choose from a number of different companies > Quest, Cox, etc, etc. Who can I choose for my electric company? Or for that matter, who can future customers choose for their electric company?

I feel that not informing me of these fee assessments in 2006 at the time that I was turning on my service is fraud. Fraud, per Webster dictionary is deception or dishonesty. I feel that you were withholding back this information which would be considered deceptive and dishonest as these fees were informed to customers in

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ARIZONA CORPORATION COMMISSION
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Feb or March 2006. I was not a customer during that time nor did anyone tell me when I turned on my service that these fees would be on my bill for 2007. I would like a refund or a credit for the following charges:

1. Power Supply Adjustment Jan 07 \$9.46
Feb 07 \$11.20
\$19.66

Also per the APS advocate (Robert or Raul) I could have had some other company do the metering which again I was not informed when I turned on service with APS, I would like a refund or a credit for these charges

1. Meetering Jan 07 \$5.12
Feb 07 \$4.79
\$9.91

Finally I want a refund of a credit for the meter reading as well. Again I could have gotten another company to do it per the APS advocate [REDACTED] at the time that of my turn-on of APS service. (see below)

On last note, I would have preferred to have SRP or another company, but I do not have a choice in the companies for the utility services or at least, I was not informed by the AZ Corp Commission of any other options.

I can be reached at [REDACTED] or [REDACTED]

Sincerely
Joanne Normandeau

*meter reading Jan 07 \$1.71
Feb 07 \$1.60
\$3.31

P. S. The other reason that I dislike APS is because the 50 authorized Payment centers are not open Saturdays.
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

2/23/2007 - Called customer confirmed receipt of her correspondence. I advised the customer that I have filed an Opinion on her behalf which will be docketed and made part of the pending rate case for APS. I explained that each Commissioner will be provided a copy of her opinion and will review and take it into consideration prior to rendering a Decision on the case.

Also informed the customer that in addition to the Opinion, a Inquiry has also been filed on her behalf and issued to the APS Executive office for response of the concerns she expressed regarding information she received from APS when questioning their rates and service(s).

CLOSED
End of Comments

Date Completed: 2/23/2007

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