

E-01345A-05-0816

E-01345A-05-0826

E-01345A-05-0827



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ORIGINAL
ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 58493

Date: 2/14/2007

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

Complaint By: **First:** Linda **Last:** Heaney

Account Name: Linda Heaney

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

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

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

02/14/07 Customer called to share her opinion on the fact that her electricity bill is too high - she complained that the utility should not get anymore money as the charge enough now.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

02/14/07 I thanked the customer for sharing her opinion and explained that the Commissioners would have an opportunity to review the public comments prior to making a decision . I explained the different rate plans and suggested that the customer contact the utility to determine which is best for her .

End of Comments

Date Completed: 2/14/2007

Opinion No. 2007 - 58493

Arizona Corporation Commission
DOCKETED

MAR -2 2007

DOCKETED BY [Signature]

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

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 58797

Date: 2/28/2007

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

Complaint By: First: Douglas Last: Henderson

Account Name: Douglas Henderson Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: 00000 is:

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

Docket No E-01345A-05-0816
E-01345A-05-0826
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From: Henderson, Douglas [REDACTED]
Sent: Wednesday, February 28, 2007 11:54 AM
To: Utilities Div - Mailbox
Subject: APS Rate Hikes

I was an SRP customer for nearly 20 years in Chandler and the largest electric bill ever was in August and was around \$200. Recently, my family and I moved to Casa Grande and we now have APS. We have a brand new smaller home, a brand new swimming pool, use approximately 350 kw on-peak and 2000 kw off-peak, and keep the heat at 68'. In summer, our A/C is set at 85'. Our electric bill now averages nearly \$200 per month.

We have complained to APS who simply tell us "be glad your meter is the digital or your bill would be \$300". When asked why their rates are so much more than SRP, again they tell us "be glad your bill isn't \$300".

You just gave them a 13+% rate hike and our concern now is that with the issue at the nuclear plant, APS will be holding out their collective hands for another rate hike to help them pay for their mis-management. Something is terribly wrong at APS if they can't control their cost / expenditures and provide their customers' with reasonably priced electricity. Please do something about this.

PLEASE, YOU CANNOT IN GOOD CONSCIOUS, LET THEM RAISE OUR RATES AGAIN !!!

Thank you,
Doug Henderson
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Wednesday, February 28, 2007 3:05 PM

Subject: APS rate increase

Mr Henderson,

I am in receipt of your opinion against any pending rate increase for Arizona Public Service. Your opinion shall be docketed in this case and the Commissioner will be made aware of your concerns. If I can be of further assistance please contact me.

Sincerely,

Bradley G. Morton
Public Utilities Consumer Analyst II
Arizona Corporation Commission
End of Comments

Date Completed: 2/28/2007

Opinion No. 2007 - 58797
