

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

OPEN MEETING AGENT



0000071958

ARIZONA CORPORATION COMMISS. ...
UTILITY COMPLAINT FORM

4100

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 60060

Date: 5/1/2007

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

Complaint By: First: Richard Last: Zambrano

Account Name: Richard Zambrano [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

From: Dick Zambrano [REDACTED]
Sent: Monday, April 30, 2007 9:55 AM
To: Utilities Div - Mailbox
Subject: aps raise

RICHARD ZAMBRANO
[REDACTED]
SUN CITY AZ 85351
[REDACTED]

Arizona Corporation Commission
DOCKETED

MAY - 1 2007

DOCKETED BY [Signature]

RECEIVED
2007 MAY - 1 P 3: 58
AZ CORP COMMISSION
DOCUMENT CONTROL

APS RAISE HIKE

DEAR AZ COMMISSION/ APS

I am a customer of APS and would like to make my comments on so called increase hike which is outrageous from my point of view, APS seem to think that the public has a money tree in their back yard, I am a senior citizen on a fixed income and have a low income account and living here in a retirement such as Sun City, I'm sure there are plenty of other seniors on a fix income and can barely make ends meet and for you to increase by THIRTEEN percent is not very practical, and yours truly will be asking everyone who is concerned to either call or write to your office personally, (APS)main office,your just like the big Oil companies who will do anything to make a few bucks, or should I say millions, and if they would consider the income finances, it might be more acceptable, but not the thirteen per cent, so please have them go back to the drawing board and rethink your figures. I would like for them to be in our shoes financially wise, and then see if they could handle the twenty per cent increase, I also hope the AZ Commission will be checking into this matter very seriously before allowing them (APS) to do anything with the propose hike raise. This is your second propose hike within the last few

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months and it also seems like your not happy no matter what the increase will be, maybe you should increase according to the customers monthly income and even if its only five dollars, that is a lot for us seniors.

Unhappy APS Customer in Sun City

Richard Zambrano
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

05/01/07-I called the customer back on this day. I thanked him for calling the Commission and sharing his opinion regarding the APS rate case. I informed the customer that his opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. I also informed the customer that the Commission will also take his opinion into consideration before rendering a decision in the APS rate application. CLOSED.

End of Comments

Date Completed: 5/1/2007

Opinion No. 2007 - 60060
