

**ORIGINAL**



0000073925

OPEN MEETING AGENDA ITEM

**Tammy Russ**

**From:** RUTH ANN LEFEBVRE [RLEFEBV@azcorrections.gov]  
**Sent:** Thursday, June 14, 2007 7:26 AM  
**To:** Gleason-WebEmail  
**Subject:** Hi Mr. Gleason,

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

4700

Hi Mr. Gleason,

When my APS bill gets over \$50 I want to pay the bill with my credit card, getting those extra mileage points. Companies like my cable, phone, and water manage to give this service of paying with a credit card for free. Why does APS have to contract with an outside agency to handle it and thereby charging \$4.25 extra? How do other companies manage to do it for free? When I lodge a complaint each time, I hear I have the ability to pay on-line, pay by check etc for free. It's the credit card I want to use to obtain those travels miles. I don't know if the corporation commission has any say in how they collect their monies, I imagine customer service is part of the contract though. If filing a complaint about this practice helps, I will do it each month with you as well.

Thanks,  
Ruth Ann LeFebvre

Arizona Corporation Commission  
**DOCKETED**

JUN 14 2007

DOCKETED BY *nr*

AZ CORP COMMISSION  
DOCKET CONTROL

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