

ORIGINAL
OPEN MEETING AGENDA ITEM



0000073927

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-05-0824
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

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2007 JUN 14 A 9:53
AZ CORP COMMISSION
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