

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

**ORIGINAL**  
OPEN MEETING AGENDA ITEM



**ARIZONA CORPORATION COMMISS**  
**UTILITY COMPLAINT FORM**

4900

**Investigator:** Carmen Madrid

**Phone:** (602) [REDACTED]

**Fax:** (602) [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2007 - 61041

**Date:** 6/15/2007

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

**Complaint By:** **First:** Beverly **Last:** Daczka

**Account Name:** Beverly Daczka

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-8999 Arizona Corporation Commission

**City:** [REDACTED]

**CBR:** DOCKETED

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

**is:** JUN 15 2007

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** n/a

**Contact Phone:** n/a

DOCKETED BY [Signature]

**Nature of Complaint:**

Customer is very opposed to the rate increase being requested by APS.

Customer is on the 9 to 9 plan with APS and her bills have gone from \$121, \$124, \$151 and \$157. She was gone from her residence for 10 days in May and her electric bill was higher. The temperatures in May were not high and she had her AC was set at 86 degrees and the only other thing connected to electricity was the refrigerator. Her appliances are all energy efficient.

She asked to get the meter checked and she was quoted a price to have this done. So she declined the meter check.

She states that she is a very unhappy camper when it comes to APS.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I advised customer that her opinion would be filed in the APS rate docket. Closed

Filed in dockets E-01345A-05-0816, E-01345A-05-0826 and E-01345A-05-0827

\*End of Comments\*

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AZ CORP COMMISSION  
DOCKET CONTROL

**Date Completed:** 6/15/2007

**Opinion No.** 2007 - 61041