

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

ORIGINAL



**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

4700

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 61964

Date: 7/24/2007

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

Complaint By: First: Martina Last: Vignali

Account Name: Martina Vignali

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85021

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer left a voice-mail message stating with all the recent outages because of storms, APS should have not been granted a rate increase. She feels they should have a back-up in place, when these outages occur. She feels the company can do this because they already own the largest power plant in the United States.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

07/24/07-I talked to the customer and told her that I would write up her opinion regarding this issue. I thanked for calling and taking the time to call us and let us know how she feels about this matter. CLOSED.

End of Comments

Date Completed: 7/24/2007

Opinion No. 2007 - 61964

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Arizona Corporation Commission
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FILE IN E-01345A-05-0816
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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 61881

Date: 7/20/2007

Complaint Description: 09Z Rates/Tarriffs - Other
N/A Not Applicable

Complaint By: First: Charles Last: Cook

Account Name: Charles Cook

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Scottsdale

CBR:

State: AZ Zip: 85254

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to express his displeasure with the Commission doing away with his demand advantage rate, by virtue of the Commission's Decision on APS' latest rate application. He says because of this he will be paying an additional \$400 per year to APS.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

07/20/07-I spoke to the customer and thanked him for taking the time and talking to the Commission and expressing his opinion regarding APS' latest rate increase. I told him I would write up his opinion and suggested that he write each one of the Commissioners expressing his concerns about this matter. He thanked me for taking the time and talking to him about this issue. CLOSED.

End of Comments

Date Completed: 7/20/2007

Opinion No. 2007 - 61881