

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



**ORIGINAL**  
**ARIZONA CORPORATION COMMIS**

**UTILITY COMPLAINT FORM**

4705

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 62413

Date: 8/9/2007

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

Complaint By: First: Jean E Last: Basehore

Account Name: Jean E Basehore

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR:

State: AZ Zip: 85014

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

8/8/07

Jean E. Basehore  
[REDACTED]  
Phoenix, AZ 85014

Phone (Home): [REDACTED]  
Alternate Phone [REDACTED]

Email: jeb@equityconcepts.com

Name of Utility Co.: APS  
Name on Bill: J E Basehore  
Account Number: 203720286  
Company Contacted: Yes

Arizona Corporation Commission  
**DOCKETED**

**AUG 13 2007**

DOCKETED BY [REDACTED] **NR**

**RECEIVED**  
2007 AUG 13 P 4: 13  
AZ CORP COMMISSION  
DOCKET CONTROL

In my August 2 APS bill was the notice entitled "Important News About Your Electric Rates". The notice stated that the Arizona Corporation Commission issued a decision on APS' rate case request that authorized a net increase of approximately 6.8% to the average APS customer bill effective July 1, 2007". As it seemed to me that my bill was exceedingly high even considering the rate increase and increase kwh usage, I asked my son to call APS. He was informed that the actual rate increase on my plan was 24.7%! I was offered a switch to the only alternate plan for which I qualified, the standard rate plan which will likely save me only \$25 - 30 per YEAR off this increase. It is unconscionable for the ACC to allow a rate increase of this magnitude.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

08/09/07-I thanked the customer for writing the Commission regarding her opinion for 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. E-01345A-05-0816, E-01345A-05-0826, and E-01345A-05-0827. CLOSED.  
\*End of Comments\*

**Date Completed:**

**Opinion No. 2007 - 62413**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2007      62424      Date: 8/9/2007

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

Complaint By:      First: Barry      Last: Spinka

Account Name: Barry Spinka [REDACTED]      Home: (000) 000-0000

Street: N/A      Work: (000) 000-0000

City: N/A      CBR:

State: N/A      Zip: N/A      is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:

FOLLOWING E-MAIL WAS FORWARDED FROM COMMISSIONER GLEASON'S OFFICE.

From: Barry [REDACTED]  
Sent: Wednesday, August 08, 2007 8:33 PM  
To: Gleason-WebEmail  
Cc: jrmgolf@msn.com  
Subject: APS Increase

Dear Chairman Gleason,

I would like to thank you and the rest of the commissioners for granting APS their rate increase and, thereby, allowing them to increase my residential bill by \$42.00 this month over last month; even though we are using less electricity this year than last year. If you had to live on Social Security I wonder if you would have been so eager to allow this increase.

Barry Spinka  
Sun City, AZ  
\*End of Complaint\*

Utilities' Response:

N/A  
\*End of Response\*

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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08/09/07-I sent the following e-mail response to the customer.

Dear Mr. Spinka:

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. Your e-mail that was sent to Commissioner Gleason's has been forwarded to me for response and reply.

Thank you for writing the Commission regarding your opinion for the APS rate case. Your opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record.

If you have any questions, please feel free to call me at (602) 542-0819.

Thank you again,  
John

CLOSED  
\*End of Comments\*

Date Completed: 8/9/2007

Opinion No. 2007 - 62424

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