

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

ORIGINAL



ARIZONA CORPORATION COMMISS.....

L700

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 62378

Date: 8/8/2007

Complaint Description: 08A Rate Case Items - Opposed  
01B Billing - Disputed

RECEIVED  
2007 AUG 16 P 3:13  
AZ CORPORATION COMMISSION  
DOCUMENT CONTROL

Complaint By: First: Robert Last: Rambole

Account Name: Robert Rambole

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Glendale

CBR: Arizona Corporation Commission

State: AZ Zip: 85308

is:

DOCKETED  
AUG 16 2007

Utility Company: Arizona Public Service Company

Division: Electric

DOCKETED BY [Signature]

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

I READ AN ARTICLE IN THE ARIZONA REPUBLIC A COUPLE OF MONTHS AGO THAT SAID YOU GAVE APS A 6% INCREASE EFFECTIVE 7-1-07. I RECEIVED MY ELECTRIC BILL YESTERDAY AND MY INCREASE WAS 25%. WHAT GIVES? THIS IS ADSURD. I CALLED APS AND THEY SAID YOU APPROVED IT. HOW SAD. I'LL DEFINITELY REMEMBER THIS THE NEXT TIME YOU ARE UP FOR REELECTION.

Comission talked to the customer who advises that some parts of his bill reflect a 50% increase. Please go over the customer's bill with him and advise why and what these charges are for. Please also advise the Commission on your findings.

\*End of Complaint\*

Utilities' Response:

08/16/07-John,

I was able to speak with Robert Tambole regarding his complaint on the recent rate increase on August 15, 2007.

Mr. Rambole advised his rate increased more then 6% and was upset. I explained to Mr. Rambole that the actual approved increase was 15.1% however, part of the increase was already in effect as of May 01, 2006 when the Power Supply Adjuster of 8.1% went into affect.

I explained to Mr. Rambole that the charge for the PSA was \$.011541 per kWh and is now \$.005163 per kWh. The full 15.1% is now showing in the rate portion of his bill and not in the PSA. In addition to that he was on the Classic Rate (E-10). This rate did not recover all the costs needed to serve power and therefore he is seeing a higher increase.

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

---

We reviewed the rates available to him and Mr. Rambole opted to switch to the Standard Rate (E-12) to reduce his monthly billing. Mr. Rambole is still frustrated with the rate increase but now has a better understanding. He thanked me for my call.

Thanks,  
Melissa Smith  
Consumer Advocate  
\*End of Response\*

**Investigator's Comments and Disposition:**

08/16/07-I spoke to the customer today, who says he does blame APS for the rate increase, but the Commission. I advised him that I wrote his opinion for the record. CLOSED.  
\*End of Comments\*

**Date Completed: 8/16/2007**

**Opinion No. 2007 - 62378**

---

**Substantiated**

**Notes:**