

E-01345A-07-0713

ORIGINAL



ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 65644

Date: 1/8/2008

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

First:

Last:

Complaint By: **Merle I.**

Pasternack

Account Name: Merle I. Pasternack

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: 85387

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Arizona Corporation Commission

Contact Phone: (602) 000-0000

Nature of Complaint:

***** E-01345-07-0713 *****

DOCKETED

JAN 14 2008

Customer sent the following letter -

DOCKETED BY [Signature]

RECEIVED
2008 JAN 14 P 2:
AZ CORP COMMISSION
DOCKET CONTROL

GENTLEMEN:

I AM A LEGALLY BLIND ARIZONA CITIZEN WHO RECEIVED A \$38.00 INCREASE IN MY SOCIAL SECURITY FOR THIS YEAR. MY MEDICAL INSURANCE INCREASED \$28.00 PER MONTH EFFECTIVE JANUARY 1, 2008. WHEN I HEARD ON THE NEWS THAT SOUTHWEST GAS AND ARIZONA PUBLIC SERVICE HAVE REQUESTED ANOTHER INCREASE IN THEIR ALREADY HIGH RATES. I WANTED TO SHARE THESE COMMENTS AND THEY MAY BE ATTACHED TO THE PUBLIC RECORD WHEN THE HEARINGS BEGIN.

RECENTLY, I SPOKE TO CYNTHIA, A SUPERVISOR, AT APS WHO SAID INCREASES WERE NEEDED TO KEEP TOP EXECUTIVES THERE. I HAVE ALSO SPOKEN TO SOUTHWEST GAS WHO SAID THAT WHEN THE WEATHER GETS COLDER, IT TAKES A LOT OF FUEL TO HEAT THE HOT WATER. THESE STATEMENTS MAY BE CORRECT, BUT WHAT ARE OUR UTILITIES DOING TO HELP OUR OVERALL ECONOMY. THEY MUST KNOW THAT MANY OF OUR FELLOW CITIZENS ARE LOSING THEIR HOMES. PRICES FOR EVERYTHING OR ALMOST EVERYTHING HAVE INCREASED ESPECIALLY GASOLINE FOR THE CAR, SO WHY DON'T OUR UTILITIES DO THEIR PART AND ELIMINATE THESE ADDITIONAL INCREASES AND DEMONSTRATE THAT THEY REALLY CARE ABOUT ALL OF US?

THERE MAY BE MANY PEOPLE WHO CAN ABSORB THE PROPOSED INCREASES, BUT THERE ARE MANY MORE WHO CANNOT. I URGE THE CORPORATION COMMISSION UTILITY DIVISION TO NOT GRANT THESE ADDITIONAL INCREASES UNTIL OUR ECONOMY PICKS UP AND ALL OF OUR CITIZENS CAN AFFORD AN INCREASE. IT IS NOT PROPER FOR AN INDIVIDUAL TO HAVE TO CHOOSE BETWEEN

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

MEDICINE, FOOD, HEAT, OR COOLING. THERE ARE MANY WHO HAVE TO DO JUST THAT.

THANK YOU FOR YOUR CONSIDERATION.

SINCERELY YOURS,

M. PASTERNAK
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded to customer with the following letter -

Mr. Merle I. Pasternack

[REDACTED]
[REDACTED] 5387-8230
[REDACTED]

ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-07-0713

Dear Mr. Pasternack:

Your letter regarding the [REDACTED] and Arizona Public Service Company rate cases will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 602-542-4251.

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

NOTE: See Inquiry 2007-65725 sent to APS re: customer's eligibility for the low income rate and the Equalizer payment plan.

End of Comments

Date Completed:

Opinion No. 2008 - 65644
