

E-01345A-07-0713

OPEN MEETING AGENDA ITEM



0000081343

4700

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 65564

Date: 1/3/2008

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

Complaint By: Sharon Turner

Account Name: Sharon Turner

Home: [REDACTED]

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE***** Arizona Corporation Commission

DOCKETED

JAN 31 2008

From: Sharon Turner [REDACTED]
Sent: Thursday, January 03, 2008 12:24 PM
To: Gleason-WebEmail
Subject: APS
Importance: High

DOCKETED BY [Signature]

Dear Mr. Gleason,

I've lived in AZ for 15 years and I can not remember APS raising it's rates at the rate they've been doing it lately. Below is an article from ABC News saying their ready to do it again!! Can you tell me what the reason is for this rate increase this time? Air conditioning is not a luxury in Arizona, it's a necessity. I once heard APS is making a lot of money every year and their executives fly first class. Isn't there something wrong with that picture. I would very much like to know if you'll be approving this increase. Please feel free to contact me by phone or email.

Thank you,

Sharon Turner

[REDACTED]

APS to raise electricity rates in Valley, across Arizona?
Reported by: Chris Kline

ARIZONA CORPORATION COMMISSION
DOCKETED
JAN 31 10:00
RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Email: ckline@abc15.com
Last Update: 9:49 am

The largest power company in Arizona is asking regulators to raise customer fees by \$1.30 every month.

The higher rates would help cover the cost of delivering electricity, according to officials from Arizona Public Service (APS).

The rate hike would help generate an estimated \$30 million each year for the company.

APS already has approval from federal regulators. Now they want the Arizona Corporation Commission to give them the go-ahead.

APS customers are paying nearly 15-percent more than they were two years ago.

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Save/Share Story

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/28/08 I tried contacting customer and requested that I call at another time because there were people in her yard and her dogs were barking at them.

1/30/08 I contacted customer and she feels that APS is making enough of a profit already. She feels that they should not be allowed another increase. I informed her that at this time Commission cannot determine if an increase will be allowed or not. I explained that there has to be some research and studies done by staff before the company has a rate increase approval. I also informed her that if any public comments hearings are scheduled the public can attend and make their comments. If a hearing is scheduled the information will be published in the newspaper.

She is opposed to any rate increases.

I explained to her that her opinion will be noted and filed in the docket. Closed

Filed in docket no. E-01345A-07-0713

End of Comments

Date Completed: 1/30/2008

Opinion No. 2008 - 65564
