

E-01345A-08-0172



0000082906

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

470

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67456 Date: 3/31/2008

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

Complaint By: First: Betty Last: Louks

Account Name: Betty Louks Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: [REDACTED] CBR:

State: AZ Zip: 00000 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a Contact Phone: n/a

Nature of Complaint:

Customer is opposed to any rate increase requested by APS. She states that need better management of the company. She states that the company keeps sending out duplicate bills to customer and that is wasting money.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Filed in docket no. E-01345A-08-0172

End of Comments

Date Completed: 3/31/2008

Opinion No. 2008 - 67456

Arizona Corporation Commission
DOCKETED

APR - 3 2008

DOCKETED BY [Signature]

RECEIVED
2008 APR - 3 A 11: 31
AZ CORP COMMISSION
DOCKET CONTROL

E 01345A-08 0172

ARIZONA CORPORATION COMMISSION
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Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67419

Date: 3/31/2008

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

Complaint By: **First:** Ken **Last:** Nelson

Account Name: Ken Nelson

Home: (602) 000-0000

Street: n/a

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ **Zip:** 85014

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

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OPINION THROUGH COMMISSIONER MAYES

From: Ken Nelson [mailto:knelson@kitchell.com]
Sent: Friday, March 28, 2008 1:02 PM
To: Mayes-WebEmail
Subject: RE: Concerned Citizen vs. APS

Hello, My name is Ken Nelson and I am an APS customer. Every month when I look at my APS bill, I just can't believe that all their additional charges have been approved by the AZCC. I have attached a copy of my invoice for last month. The actual cost for electricity is only 40% of my bill. Has the AZCC approved all these extra charges? They even charge a fee to prepare my bill. Can these fees be legal? I heard that APS is also asking for another rate hike. I am vehemently against any increase. Please let me know if APS ahs been granted approval for the additional 12 charges on my bill each month.

Thank You,
Ken

Ken Nelson, P.E.
Engineering Manager
Kitchell Master Planned Communities

[REDACTED]
[REDACTED]
[REDACTED]

End of Complaint

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Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

3/31/08

Called consumer, work number refers to cell where I left voicemail at 1:15pm.

4/1/08

Called consumer on behalf of Commissioner Mayes and validated all charges and taxes on his billing, explained this will help him better understand a competitive service billing when competition becomes available in Arizona. Confirmed his Opinion in relation to the upcoming rate case and explained we will docket it for him so all Commissioners are aware of his concern.

End of Comments

Date Completed: 4/1/2008

Opinion No. 2008 - 67419

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Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67442

Date: 3/31/2008

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

Complaint By: First: Stanley Last: Pudnose

Account Name: Stanley Pudnose

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

3/31/08 Docketed under E-01345A-08-0172

Per Mr. Pudnose he wanted to oppose the current rate increase request from APS. He strongly feels that the customers should not have to pay for their lobbyists' nor their medical cost. It things work in that form then he would like a 97% reduction in living cost. He would also like a 3 mil dollar home, a cruise around the world and for APS to pay all the expense. Bottom line this is what it sounds like, please reject the application.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

3/31/08

I advised Mr. Pudnose that his comments regarding the Arizona Public Service rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider his comments before a decision is rendered.

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 case application.

CLOSED.

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End of Comments

Date Completed: 3/31/2008

Opinion No. 2008 - 67442

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Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67367

Date: 3/27/2008

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

Complaint By: **First:** Gwen **Last:** Dinwiddie

Account Name: Gwen Dinwiddie

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Kearny

CBR:

State: AZ **Zip:** 85237

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

***** E-01345A-08-0172 *****

Customer sent the following e-mail -

From: M&G Dinwiddie [mailto:[REDACTED]]
Sent: Wednesday, March 26, 2008 9:44 PM
To: Utilities Div - Mailbox
Subject: APS rate increase request

I have waited a couple of days so I wouldn't be so mad when I wrote this e-mail. If I understand this request correctly, my power bill will be going up to just at \$185.00 per month or more. And if I understand correctly, this will actually be their 5th raise in just over a year. (My averaged bill has gone from \$122.00 to \$133.00 to \$145.00 to \$163.00 already this year with another increase expected on the next bill.) I see where they have claimed to have cut 300 positions and to have spent about one billion dollars on new infrastructure a year. I have noticed however that existing customers can't get continuing problems fixed at all. We now have to wait up to 4 hours for someone to come turn the power back on, and this happens with alarming regularity. We lose power in our area on average of once a week. Why should we have to pay more for something that we can't even count on being there?

But what I am reading is that the raise is so that stockholders can earn more than they are earning now. And so the their credit rating will not fall. It would seem that since they have already gotten these previous raises and it has not solved the problem, maybe they need to do business in a more business like manner. That would include getting their stockholders more money the old fashioned way - by earning it. And what is the world does the amount their stockholders earn have to do with the credit rating and junk credit status? And didn't we hear this same threat, junk credit status rating, last year and the year before that?

This smacks of blackmail. Please take the time to really see if APS has tightened its belt or if they are just

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taking the easier way out. After all, they have all of us over a barrel and being without power in this state in the summer really isn't an option anymore. I am sure they know this, since they manage to increase rates every summer.

At the rate utilities are going up in Arizona, I am fearful that all that is going to be accomplished is chasing off retirees, snow birds, lower income and middle class income people. I realize that their expenses are going up, but they aren't going up anymore than mine are, and I don't have the opportunity to negotiate contracts for gasoline at bulk rates or have my repairs covered under business expenses.

This continually requesting rate increases looks like a business that can not produce for itself and expects to be propped up by the Corporation Commission and the customers that are being held hostage. This is a business plan doomed to failure. Please make sure that any rate increases are truly needed. Elderly and poor people doing without air conditioning because of these rate increases is really not good advertising for this state.

The outages are in Kearny, affecting 1/3 to 1/2 of the town at a time. We are being told that it is because of a conflict between APS and Salt River. APS serves the town and Salt River serves the mine and smelter. The excuse that we are being given is that the mine and smelter have priority on the power and if there is a pull, our power will brown out or go completely out. This could very well be true, but the outages seem to be coming from the old transformers and lines we have here. I am not familiar with how this was set up when the town was built in 1958 as a company town. I do know that most of the lines and transformers are from that era. The pattern lately is that we lose power in the middle of the night, usually just long enough to mess up clocks and digital equipment. When it rains it is a different story. A rain storm means get the computers turned off and anything else than can be messed up if the power goes off. A little rain shouldn't be causing this, but it does.

Another problem is that as the local people working for both power companies retired, they were not replaced. The closest help we have is based in San Manuel, so when something happens we have to wait on him, or on someone from the valley area if he is already out on a call. Cost cutting for APS obviously hasn't factored in overtime for the people they employ. The fewer the employees, the more overtime since electricity is considered an essential. I realize that less employees, especially hourly employees, looks really good on paper. In reality, it doesn't work out that way. Seems that if cost cutting in the "wages" area was truly being used, a few executives less would pay for the help needed in the field.

I am aware that APS is behind the eight ball, especially if they are going to be forced to supply power to California. But I am also aware that keeping the base of their customers happy makes better business sense, and their base is in Arizona.

Gwen Dinwiddie

[REDACTED]
[REDACTED]
Kearny, Az. 85237
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/27 - Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments about the proposed APS rate request will be filed in the Docket for this case and will become part of the permanent record. All the Commissioners will have copies of your comments.

I would like to investigate the outage problems you mention, but I will need your street address, including city

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and zipcode, and a daytime phone number where you can be reached. When I receive that information I will be able to start an investigation.

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission

Complaint #2008-67362 filed regarding the outages.
End of Comments

Date Completed: 4/2/2008

Opinion No. 2008 - 67367
