

E-01345A-08-0172

ORIGINAL



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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67401

Date: 3/28/2008

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

Complaint By: First: Phil Last: xxx

Account Name: Phil xxx

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

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:

What is going on with APS and the increase that is being requested. He states that APS is getting ridiculous with all the increases that they want. He feels that there is something fishy going on and that APS is out of control. He is opposed to any rate increases for APS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I informed consumer that his comments would be taken and filed in the docket. He appreciated the information. Closed

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

End of Comments

Date Completed: 3/28/2008

Opinion No. 2008 - 67401

Arizona Corporation Commission

DOCKETED

APR -1 2008

DOCKETED BY [REDACTED] ne

AZ CORP COMMISSION
DOCKET CONTROL

2008 APR -1 P 2:45

RECEIVED

W.E. 01345A.08.0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67336

Date: 3/26/2008

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

Complaint By: First: Helen Last: Foster

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

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:

3/26 *****Docket No. E-01345A-08-0172*****

Caller states she is concerned about another rate increase from the company and stated 2/3 of her bill is for services.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/26

We discussed the process of the company's application and I provided her with website information for the Commission and the company. She preferred to have a copy of the APS terms mailed to her. I sent these to her address. (Glossary of Terms). CLOSED

End of Comments

Date Completed: 3/26/2008

Opinion No. 2008 - 67336

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67426

Date: 3/31/2008

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

Complaint By: First: John Last: Peoples

Account Name: John Peoples

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

3/31/2008 - Email Received - OPPOSED OPINION:

RE: Docket No. E-01345A-08-0172.

From: John [mailto:[REDACTED]]
Sent: Sunday, March 30, 2008 6:59 PM
To: Utilities Div - Mailbox
Subject: Arizona Public Service

I am totally fed up with the Arizona Public Service Company. In the year and one half I have been stuck under their utilities, they have been granted more increases than the previous 21 years under Salt River Project. Now they are asking for another substantial increase. The last time they requested an increase, I seem to remember that the commission gave them a directive to get their fiscal matters in order.

Obviously, the mother company and APS are incapable of running their business in a fiscally sound manner. I ask that the commission deny any further request for rate increases until there is a complete and total restructuring of their business practices, and that they are be watched and scrutinized with a fine tooth comb in all manners of operation. There needs to be an overseer, and a complete investigation of their management from top to bottom. The consumer can no longer be their Fall-Guy.

Maybe it is time for SRP to take over this failing utility.

A very disgusted consumer,

John Peoples
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]
End of Complaint*

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

3/31/2008 - Email to Customer:

March 31, 2008

RE: Arizona Public Service Company ("APS")

Dear Mr. Peoples,

Your email dated March 30, 2008 regarding the Arizona Public Service Company ("APS") rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the APS rate case.

The concerns raised in letters 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.

Commission 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 toll free at (800) 222-7000 or directly at [REDACTED]

[REDACTED]
Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

CLOSED

End of Comments

Date Completed: 3/31/2008

Opinion No. 2008 - 67426

E-1345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 67323

Date: 3/26/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

John & Sheila

Petersen

Account Name:

John & Sheila Petersen

Home: (000) 000-0000

Street:

N/A

Work:

City:

[REDACTED]

CBR:

State:

AZ

Zip: 0000000

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-1345A-08-0172

3/26/2008

Email from Customer:

From: John and Sheila [REDACTED]

Sent: Tuesday, March 25, 2008 3:40 PM

To: Utilities Div - Mailbox

Subject: aps rate hike

Good grief if they raise it anymore we won't be able to pay it. We live in [REDACTED] and I just paid a 185.00 for one month. Please for the sake of people that can hardly make it now do not let them raise our rates again.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/26/2008 Email to customer:

March 26, 2008

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear John and Sheila:

Your letter regarding the Arizona Public Service Company (APS) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The

E-1345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission will consider your comments before a decision is rendered in the APS application. The concerns raised in letters 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 toll free at [REDACTED]

Sincerely,
Alaina Braddy
Public Utilities Analyst
Utilities Division
End of Comments

Date Completed: 3/26/2008

Opinion No. 2008 - 67323

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67315

Date: 3/26/2008

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

Complaint By: First: Randy Last: Leighty

Account Name: Randy Leighty Home: (000) 000-0000

Street: [REDACTED] Work: [REDACTED]

City: Phoenix CBR:

State: AZ Zip: 85317 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 *****

***** REFERRED FROM COMMISSIONER HATCH-MILLER'S OFFICE *****

***** CUSTOMER ALSO LEFT VOICE MAIL MESSAGE WITH CHAIRMAN GLEASON'S OFFICE AND COMMISSIONER MUNDELL'S, MAYES' AND PIERCE'S OFFICES *****

Customer is most definitely opposed to any rate increase that might be granted to APS. Customer feels that APS has had enough rate increases in the past few years and should not have any more.

Customer is also disappointed that he did not receive a response or even an acknowledgement of his correspondence to all the Commissioners during the last rate case proceedings. Customer says he feels the Commissioners are not listening to their constituents.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter his comments with the Docket in this matter. I explained the process to him and provided the Docket No. so he could track this case on eDocket. Customer thanked me for the information and the follow-up.

End of Comments

Date Completed: 3/26/2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2008 - 67315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2008 - 67357**Date:** 3/27/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** John **Last:** Hjelm**Account Name:** John Hjelm**Home:** [REDACTED]**Street:** [REDACTED]**Work:** [REDACTED]**City:** [REDACTED]**CBR:****State:** [REDACTED]**is:****Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** For assignment**Contact Phone:** (602) 000-0000**Nature of Complaint:**

03/27/2008-RATE CASE OPPOSED DOCKET NUMBER E-01345A-08-0172

"This call is in response to the most recent request for further increases. Hope the Commission stands firm and says no! If this was a request due to increasing costs of energy then maybe we can talk, but to turn around and try to nail us for increases in non-energy related costs is outrageous! They are just bailing out they and there corporate parent from bad business decision. Enough of these bailouts."

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

03/27/2008-SUBMITTED TO DOCKET CONTROL. DOCKET NO- E-01345A-08-0172

I told customer that her opinion regarding the APS 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 in the APS application.

I told customer that his opinion 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 his comments and the interest taken on the proposed rate increase. If he should have any questions relating to this issue, to please call me toll free at (800) 222-7000.

End of Comments

Date Completed: 3/27/2008