

E-01345A-08-0172

ORIGINAL



0000083724

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4100

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 -7 2008

DOCKETED BY [REDACTED] NR

RECEIVED
2008 APR -7 A 9:43
AZ CORP COMMISSION
DOCKET CONTROL

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67329

Date: 3/26/2008

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By: First: Esperanza

Last: Garcia

Account Name: [REDACTED]

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: 85501

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-08-0172

Per customer, they (APS) should not get another rate hike. The CEO should not be paid so much money in order to keep them in their lifestyle. The rate payers have to pay not him!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained to the customer her opinion will be docketed and the Commission appreciates all opinions.

End of Comments

Date Completed: 3/26/2008

Opinion No. 2008 - 67329

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67332

Date: 3/26/2008

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

Complaint By: First: Jamey Last: Taylor

Account Name: Jamey Taylor

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-08-0712

CORRESPONDENCE RECEIVED MARCH 26, 2008

March 25, 2008
Corporation Commission
Utilities Division
Attention Consumer Services
1200 West Washington Street
Phoenix, AZ 85007

Greetings Consumer Services:

As of March 25, of 2008, KPHO as of this morning announced that APS will be targeting us once again aka the poor for a utility rate hike as high as 9.3% which comes to \$ 11.51 as of June 2009 of next year. KPHO announced that recently had one last year in June of 2007 at a rate hike of 5.3%.

If this does go up, I will have to set my thermostat to 90 degrees from 80 degrees for the summer to save my money to pay the APS enormous Electric bill for next year and other years to come. January of this year APS was planning to have another ridiculous rate hike once again.

Supposedly, it did not happen apparently!!!

What is APS crying now due to another rake hike, from January of this year they claim they needed the funds to pay for updated equipment and also they said they would have to lay off employees from this past January!! I guess they were lying to us as consumers???????

I am against this again, I sneezed today another rate hike and my bill wilt increase almost \$12.00 more as a possibility of July of 2009!!

I am turning off my a/c for good from 9 am to 9 pm no matter how Hot it becomes. I maybe feeling miserable this summer and future summers, but I will not be bully by a bullied company as APS!!

Why are they taking advantage of people like us (from APS Electric Company)?

If I have to be miserable this winter and future winters and future hot summer months; and bear the future and

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bear the misery while paying APS so be it!! Please do not have our electric rates go up and I am on a fix income!! Does the APS Chairman need another enormous salary increase or what is the purpose of squeezing more pennies out of our pockets?????

Sincerely yours,
Jamey Taylor

[REDACTED]
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

3/26/2008 The below letter wa mailed to the customer:

March 26, 2008

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Jamey Taylor:

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 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 - 67332

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Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67543

Date: 4/3/2008

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

Complaint By: **First:** Deanna **Last:** Allen

Account Name: Deanna Allen

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:

3/4/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE (ALSO SENT TO COMMISSIONER HATCH-MILLER, MAYES & MUNDELL):

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

From: Deanna L. Allen [REDACTED]
Sent: Wednesday, April 02, 2008 11:19 AM
To: Gleason-WebEmail; Hatch-WebEmail; Mayes-WebEmail; Mundell-Web
Subject: APS Rate Increase

Dear Officers and Commissioners:

I am writing today with regard to APS' recent request for, yet another, rate increase. I am a wife and mother of two young children. I work part-time and my husband works full-time. We consider ourselves middle-class. We live a simple life, drive older cars and live in a small house in a fairly new neighborhood.

It has been said that with the rate increase, it will cost the "average" consumer \$135.00 more per month in electricity. That is \$1,620.00 per year. My family is on APS' "on-peak and off-peak" plan. This means that electricity used between 9:00 p.m. and 9:00 a.m. and on weekends is less expensive than electricity used between 9:00 a.m. to 9:00 p.m. So, we only do laundry on the weekends, we only use our dishwasher after 9:00 p.m, we have a timer on our hot water heater that turns on before 9:00 a.m. and after 9:00 p.m., we have dual-paned windows, we turn up our air conditioner during the summer daytime hours, and we only use a small space heater in the winter to take the chill out of the air. We make adjustments to our lifestyle to try and keep our electricity expenses low. Unfortunately, our electricity bill continues to soar.

I have spoken to other family members and friends and compared electricity bills. We are not alone by any stretch of the imagination. Everyone's electricity bill continues to soar. This past summer, with all the

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adjustments stated above, our electricity bill averaged \$450.00 per month. Our neighbors' and friends' electricity bills averaged above \$400.00.

A rate increase of \$135.00 per month for the "average" consumer is unacceptable. This will cause a huge financial burden on the middle class families and even more harm to the lower class families. You will have more families going without electricity because they will not be able to pay the soaring electricity bills. And, as you know, going without electricity, especially in the summer, will cause more pressing, life-threatening problems.

I ask of you to please consider the Arizona families that this rate increase (if approved) will cause harm. As stated above, we live a simple life, we make adjustments to keep our electricity bill low and we still pay in excess of \$400.00 during the summer.

I am hopeful you will do what is necessary and reject APS' request for a rate increase. Thank you for your time,
Deanna Allen
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/3/2008 - Email to Customer:

April 3, 2008

RE: Arizona Public Service Company ("APS")

Dear Deanna Allen,

Your email dated April 2, 2008 regarding the Arizona Public Service Company ("APS") rate case sent to Chairman Gleason, Commissioner Mayes, Mundell and Hatch-Miller will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments and concerns into consideration before rendering a decision in the APS application.

Ms. Allen, concerns raised by customers do assist the Commission within 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 customer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the customer.

Commission staff appreciates the time you have taken to express your comments and concerns 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]

Thank you,

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

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4/3/2008 - Email from Customer:

Thank you!
End of Comments

Date Completed: 4/3/2008

Opinion No. 2008 - 67543
