

E.01345A.08.0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

47cb

Investigator: Trish Meeter

Phone: [REDACTED] 11 P 3:46 Fax: [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2008 69931

Date: 7/11/2008

Complaint Description: 08A Rate Case Items - Opposed  
19X Other - Electric Competition

Complaint By: First: Bill Last: Sperry

Account Name: Lucille Sperry

Home: [REDACTED]

Street: [REDACTED]

Work: Arizona Corporation Commission  
DOCKETED

City: Phoenix

CBR:

State: AZ Zip: 85006

is: JUL 11 2008

Utility Company: Arizona Public Service Company

DOCKETED BY [Signature]

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

7/10 \*\*\*\*\*DOCKET NO. E-01345A-08-0172\*\*\*\*\*

Upon review of the bills for his elderly mother, caller found the charges for fees far outweigh the charges for actual usage. The usage comparison between his SRP bills and her APS bills is almost identical, yet her bills are double his. An explanation was provided to him from his service provider for the difference in costs. Caller feels a customer should have the opportunity to decide their provider and feels that an increase in rates for APS is unwarranted due to the already high costs. He feels it is past the matter of trying to conserve energy at this point, as thermostats are already set higher and appliances are already run less frequently. These rising costs place a huge burden on those with a fixed income.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/10

Discussed with caller the process and review of a rate application by Commission staff and how consumer comments are welcomed. Also discussed were the listing of charges and their purpose on a bill as well as competitive service in the state. We discussed the current and future use of renewable resources and solar panel installation on homes and businesses and that his opinion would be docketed and made a matter of public record.

\*End of Comments\*

Date Completed: 7/11/2008

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