

E.01345A.08.0172



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ORIGINAL ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

4703

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71408

Date: 9/11/2008

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

Complaint By: First: **Barbara** Last: **Hill**

Account Name: Barbara Hill **Home:** (000) 000-0000

Street: 0000000000 **Work:**

City: Phoenix **CBR:** [REDACTED]

State: AZ **Zip:** 00000 **is:** E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]
Arizona Corporation Commission

Nature of Complaint:

Received the following customer e-mail:

DOCKETED
SEP 17 2008

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 02, 2008 8:59 PM
To: Utilities Div - Mailbox
Subject: APS rate increase

DOCKETED BY [Signature]

I am protesting yet another rate increase by APS. How do they think average people can deal with continuing increases? We are inundated with food and gas rising prices. Perhaps they should start cutting corners, starting with excess personnel, high corporate salaries, and a waste of paper that comes with every bill. I have to keep paying their bills even though I have had to throw out much spoiled food everytime we have an outage, which has been often over the years.

Barbara Hill, Phoenix
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I replied back to the customer with the following e-mail:

Dear Ms. Hill:

RECEIVED
2008 SEP 17 P 2:06
AZ CORP COMMISSION
DOCKET CONTROL

This is to acknowledge your e-mail regarding the Arizona Public Service Company("Company") rate case. Your comments will be made a permanent record in the Company's rate application and will be brought to the attention of the Commissioners at the Arizona Corporation Commission. Your comments will be considered

ARIZONA CORPORATION COMMISSION
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before a decision is rendered in this rate application.

The Commission appreciates the time you have taken to express your opinion in this matter. Please contact me at 1-800-535-0148 if I can be of additional assistance.

Sincerely,

Reg Lopez

Public Utilities Consumer Analyst II

Utilities Division

9-11 E-mailed to Trish Meeter @ the ACC's Phoenix Office to have this OPINION docketed towards APS rate case E-01345A-08-0172. File closed.

End of Comments

Date Completed: 9/11/2008

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