

#E.01345A.08.0172



0000087332

ORIGINAL ARIZONA CORPORATION COMMISS...
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2008 - 70351

Date: 8/1/2008

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

Complaint By: **First:** Gus **Last:** DeSoto

Account Name: Gus DeSoto

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Prescott Valley

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Arizona Corporation Commission

Contact Name: [REDACTED]

DOCKETED

Contact Phone: [REDACTED]

Nature of Complaint:

AUG - 5 2008

****OPPOSED OPINION****

DOCKETED BY [Signature]

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

Customer is opposed to APS's request for an additional increase in rates. Customer is disabled and on a fixed income. Customer explained that he currently is having a difficult time trying to pay his APS bill because APS's rates are already too high. Customer's annual income is about \$40,000.00, although because APS made a change to their Low income plan requirements he is no longer eligible. Customer indicates that customer's now have to be below poverty level to qualify for the Low income plan.

Customer asks the Commission to consider the status of the economy and the excessive number of Arizona residents whom are struggling to survive with just the bare necessities in life, before making a decision on this case.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

Advised the customer that his opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. I explained that the Commission will take his comments into consideration before a decision is rendered in the APS rate application. Customer appreciates the Commission's assistance in addressing this matter. CLOSED

End of Comments

Date Completed: 8/1/2008

RECEIVED
2008 AUG 1 P 2:11
APC

#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 - 70405

Date: 8/4/2008

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

Complaint By: First: Wanda Last: Brown

Account Name: Wanda Brown Home: [REDACTED]

Street: [REDACTED] Work:

City: Sun City West CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

OPINION OPPOSED:

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

Customer asks the Commission to please dismiss APS's request for an additional increase in rates. Customer is 85 years old, and is struggling to get by. Customer tries to conserve on electricity by keeping her thermostat set at 85 degrees every day, although continues to receive high bills from APS. Customer indicates that it is so difficult for Arizonan's to live with all of the continued price increases for necessary things in life such as utilities, food, and gas, and hopes the Commission will consider this before approving another increase to APS.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised the customer that a opinion on her behalf, will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. Further advised the customer, that the Commission will take her comments and concerns into consideration before a decision is rendered in the APS rate application.

I explained that customer concerns raised assist the Commission within the investigation and review of the rate application, and the Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Further explained that 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. Customer appreciated the information and assistance provided. CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/4/2008

Opinion No. 2008 - 70405

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70412

Date: 8/4/2008

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

Complaint By: First: Sid Last: McClelland

Account Name: Sid McClelland [REDACTED] Home: (602) 000-0000

Street: n/a Work:

City: Phoenix CBR:

State: AZ Zip: 85013 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E 01345A-08-0172

From: Sid McClelland [mailto:[REDACTED]]
Sent: Saturday, August 02, 2008 11:28 AM
To: Hearings Division
Subject: aps increasae - docket no. e-01345a-08-0172

First of all, I oppose this rate increase. Why cannot APS do like the citizens they serve and live within their budget. As we all know, gas prices have increased, food items have increased, as well as most items we need. I cannot go to my employer and demand a pay increase. I'm forced to live within my budget, but APS is not. Why is it that companies like APS can never do with less? The private sector does this all the time; households does this all the time; individuals do this all the time- not the public sector nor APS. Now is the time for all of us to tighten up and live within our budgets. Hell no to a rate increased. How about requiring good and/or proper management within this poorly ran organization!

Sid McClelland
[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: [Bradley, [REDACTED]]
Sent: Monday, August 04, 2008 3:48 PM
To: [REDACTED]
Subject: APS Rate Case

Dear Mr. McClelland,

I am emailing you to acknowledge receipt of your opinion regarding the pending APS rate case. The Arizona Corporation Commission appreciates that you took the time to let us know how you feel. I will docket your opinion so it is part of the case and all the Commissioners will be aware of your concerns.

If I can be of further assistance please call me at [REDACTED]

Regards,

Brad Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 8/4/2008

[REDACTED] 2008 - 70412 [REDACTED]

[REDACTED]

[REDACTED]

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 70421

Date: 8/5/2008

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

Complaint By: **First:** Alan **Last:** Farrar

Account Name: Alan Farrar

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ **Zip:** n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

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

Customer sent the following e-mail to the Hearing Division -

From: Alan Farrar [mailto:[REDACTED]]
Sent: Monday, August 04, 2008 2:05 PM
To: Hearings Division
Subject: Doc.# E-01345A-08-0172 To whom

To whom it may concern.

APS has requested a rate increase and I feel that no increase shall be granted. APS has failed to properly manage there funds and expect the customers to bail them out. There failure should not fall upon my back to pay for it.

Respectfully,
Alan Farrar
APS Customer
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following e-mail -

Mr. Farrar -

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 correspondence regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission in Docket No. E-01345A-08-0172 to be made part of the record. The Commissioners will be able to review your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's 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 contact me at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 8/5/2008

Opinion No. 2008 - 70421

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 70423

Date: 8/5/2008

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

Complaint By: First: Carla Last: McCall

Account Name: Carla McCall

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Young

CBR:

State: AZ Zip: 85554

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

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

Customer is opposed to the requested rate increase. Customer lives in rural Young, AZ and says they have frequent outages that sometimes are quite lengthy. Customer says these outages also cause their phone service to go from pulse to tone and they have no way to contact APS and reach a live person to advise them of the outage.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter her comments in the docket for this case and thanked her for taking the time to contact the Commission and express her thoughts.

End of Comments

Date Completed: 8/5/2008

Opinion No. 2008 - 70423

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70425

Date: 8/5/2008

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

Complaint By: First: Norma C Last: Jones

Account Name: Norma C Jones

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: 85308

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

E 01345A-08-0172

Consumer against rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 8/5/2008

Opinion No. 2008 - 70425

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2008 - 70426

Date: 8/5/2008

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

Complaint By: First: Coral Last: Face

Account Name: Coral Face

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Dewey

CBR:

State: AZ Zip: 86327

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

E 01345A-08-0172

Consumer against rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 8/5/2008

Opinion No. 2008 - 70426

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70427

Date: 8/5/2008

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

Complaint By: First: Mary Ann Last: Ray

Account Name: Mary Ann Ray

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85016

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

E 01345A-08-0172

Consumer against rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/5/2008

Opinion No. 2008 - 70427