



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ATC

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70577

Date: 8/8/2008

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

Complaint By: First: John Last: ihm

Account Name: John ihm

Home: [REDACTED]

Street: 2 [REDACTED]

Work:

City: Gilbert

CBR:

State: AZ Zip: 85233

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-01345A-08-0172

Customer on limited disability income and suffers from Multiple Schlerosis. An increase in electricity would be a hardship.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 8/8/2008

Opinion No. 2008 - 70577

Arizona Corporation Commission

DOCKETED

AUG 11 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 AUG 11 P 12:05

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

August 11, 2008

Keith and Linda Zook

RE: ARIZONA PUBLIC SERVICE

Dear Mr & Mrs. Zook,

Your comments 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 rate 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 (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Filed in Docket: E-01345A-08-0172
End of Comments

Date Completed: 8/11/2008

Opinion No. 2008 - 70587

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2008 70589

Date: 8/11/2008

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

First:

Last:

Complaint By: Evelyn

Kratzer

Account Name: Evelyn Kratzer

Home: (000) 000-0000

Street: _____

Work: (000) 000-0000

City: Coolidge

CBR:

State: AZ Zip: _____

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

8-4-08

Dear Sirs:

I am writing with concern of this interim rate increase of Arizona Public Service This company seems to get raises almost every year, Salt River Project, ED Two ,and San Carlos are so much cheaper than APS. I wonder why?

I have lived in Coolidge all of my life and I now live on a fixed income, my APS bill for July was \$346.50 , and I keep my thermostat at 80. I am afraid to get my Aug. bill. I make 830.00 per month social security, how in the hell am I supposed to make it. I am not going to now or ever get welfare. My pride maybe stupid but I have always made my own way.

With food and fuel and now utilities going up, are we going to lose everything and become homeless because the utilities need a raise, they make a hefty profit now, as do all the others mentioned. Lets cool off and give the public a break, people are losing their homes right and left my youngest son in fact is a part of the disaster we/you are creating.

Can we have one year of no raises, the companies, businesses are not give raises. Pinal co, Az state gov. are not giving cost of living raises or milage rate heights.

Sincerely
Evelyn Wang Kratzer

Docket No. E-01345A-08-0172

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

August 11, 2008

Evelyn Kratzer

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Kratzer;

Your comments 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 rate 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 (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Filed in Docket: E-01345A-08-0172
End of Comments

Date Completed: 8/11/2008

Opinion No. 2008 - 70589

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70590

Date: 8/11/2008

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

Complaint By: **First:** Valerie **Last:** Stancek

Account Name: Valerie Stancek

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Peoria

CBR:

State: AZ **Zip:** 85382

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-01345A-08-0172

Consumer against rate increase, feels there are to many increases and maybe company needs to tighten it's belt.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/11/2008

Opinion No. 2008 - 70590

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (_____)

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2008 70591

Date: 8/11/2008

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

First:

Last:

Complaint By: Paul & Kimberly Engle

Account Name: Paul & Kimberly Engle

Home: (000) 000-0000

Street: _____

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Paul & Kimberly Engle

August 5, 2008

F

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix, AZ 85007

In Reference to: Docket Number E-01345A-08-0172

Dear Sirs;

In reference to the above docket number, we would like to submit our written comments for your review. It has come to our attention that APS (our power company) is submitting a motion for approval of a rate increase. We would like to object to the rate increase that they are proposing in this motion. APS is already getting more of our earned income than we care to pay and it is because they know they can demand it of us! What can we do? This letter speaks out for a majority of city residents who can barely get by on the current rates that APS gives us every month. A big portion of our monthly income goes toward paying our power bill already.

From a personal standpoint, we have been paying very high electric bills (\$412.00 per month) for the past year. We are on the equalizer program and have done all that we can to lower our power usage so that APS will hopefully re-evaluate our monthly equalizer payment, so that we can pay less. We are now using most of our power during off-peak hours, and we have unplugged our freezer and no longer have a pool to maintain (which contributed to the higher usage last year). Our hopes are that our power bill will start to reflect the changes that we have made, not show another increase! In the itemized portion of our APS statement, there are two charges that seem high that are not related to power usage. One is the delivery service charge, for \$83.10 and the other one is the power supply adjustment fee for \$26.83. These amounts are on our statement every month! It's not

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

just a one time fee. After speaking to a representative at APS, we found out that these fees are to maintain lines and equipment that bring power to our home and the power supply adjustment fee is there because our fuel costs have gone up and it affects APS costs as well. So, this is a big portion of our monthly fees and now you are saying that the company is asking for another rate increase for its customers? Our hope is that by showing you some specific examples you can help us stop this "Giant" company who is taking advantage of all the "little" people that rely on them for power each month. Please carefully consider your decision, and grant us some relief during this difficult time in our economy.

Sincerely,
Paul Engle & Kimberly Engle
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 11, 2008

Paul & Kimberly Engle

RE: ARIZONA PUBLIC SERVICE

Dear Mr & Mrs. Engle;

Your comments 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 rate 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 (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Filed in Docket: E-01345A-08-0172
End of Comments

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2008 70592

Date: 8/11/2008

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

Complaint By: First: Edgar J. Last: Huffman

Account Name: Montessori Day Schools, Inc.

Home: (000) 000-0000

Street:

Work: ()

City: Phoenix

CBR:

State: AZ Zip: ()

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Montessori Day Schools, Inc
[REDACTED]
[REDACTED]
[REDACTED]

August 6, 2007

RE: APS Interim Rate Increase Request

From: Edgar J. Huffman
Montessori Day Schools Inc.

APS shareholders should not benefit from bad past decisions by APS management. Management's short-term power generation decisions to reduce short-term capital cost have resulted in long term expensive burdens on the ratepayers. Bad ventures in the 1980's still affect today's capital cost and should not be placed on the backs of today's ratepayers.

This apparent small increase would cost us \$4,000.00 a year. Charter schools do not get supplemental utilities reimbursement from the state. This is an increase we cannot afford.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

August 11, 2008

Mr. Edgar J. Huffman

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Huffman;

Your comments 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 rate 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 (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Filed in Docket: E-01345A-08-0172
End of Comments

Date Completed: 8/11/2008

Opinion No. 2008 - 70592

E-01345A-08-0172

Betty Camargo

From: Dottie Martin [dottiemartin1@cox.net]
Sent: Friday, August 08, 2008 1:06 PM
To: Hearings Division; Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web
Subject: APS's Request for a Base Rate SURCHARGE

To Whom It May Concern:

It is my opinion that ARIZONA PUBLIC SERVICE COMPANY'S REQUEST FOR AN INTERIM RATE INCREASE (DOCKET NO. E-01345a-08-0172) be emphatically declined!!!

My first reaction is, "Of all the nerve!" As if we already don't pay enough for our service! However, this being said, because it is my REACTION, there are enough good reasons why this should not be granted.

With the state of the economy slowing steadily, the price of gas being outrageous, taxes on our homes skyrocketing this year, the housing market slowing to an almost standstill, inflation rising, fewer people emigrating to Arizona - which lowers business profits, and increasing unemployment being the major reasons NOT to slap more charges on its customers, APS is looking to increase their profits at a time when everybody else's are declining. And the media constantly shoving doom and gloom down our throats does not help either.

The definition of the word "surcharge," as found at www.dictionary.com, or any other dictionary in print, follows:

Dictionary.com Unabridged (v 1.1) - Cite This Source - Share This

sur-charge r Audio Help [*n.* **sur**-chahrj; *v.* **sur**-chahrj, **sur**-chahrj] Pronunciation Key - Show IPA Pronunciation
noun, verb, -charged, -charg-ing.
 -*noun*

1. an additional charge, tax, or cost.
2. an excessive sum or price charged.
3. an additional or excessive load or burden.
4. *Philately.*
 - a. an overprint that alters or restates the face value or denomination of a stamp to which it has been applied.
 - b. a stamp bearing such an overprint.
5. act of surcharging.
 -*verb (used with object)*
6. to subject to an additional or extra charge, tax, cost, etc. (for payment).
7. to overcharge for goods.
8. to show an omission in (an account) of something that operates as a charge against the accounting party; to omit a credit toward (an account).
9. *Philately.* to print a surcharge on (a stamp).
10. to put an additional or excessive burden upon.

[Origin: 1400-50; late ME *surchargen* (*v.*) < OF *surcharger*. See SUR⁻¹, CHARGE]

—*Related forms*

sur-charge-er, *noun*

Dictionary.com Unabridged (v 1.1)

Based on the Random House Unabridged Dictionary, © Random House, Inc. 2006.

As one can see by the definitions, a "surcharge" is considered "additional," "excessive," and even "an extra load or burden," which, to most people, means that the surcharge is **not necessary** in order to conduct business, but just another

8/11/2008

"additional" charge to increase profits for the company and its stockholders. Additionally, it's hardly the time to increase charges that do nothing but add another burden to the over-taxed, over-charged, fighting-to-keep-his-head-above-water consumer.

If the Arizona Corporation Commission is reviewing a request such as this, I would hope that they also review the profit margins and particularly the salaries of the higher paid employees. With unemployment rising daily, fewer working people are getting the much needed raises in salaries that they have been expecting. How is APS doing in the President, CEO, etc. salary department?

This increase is not only unnecessary, but extremely untimely. And please do not accept the "gas prices are higher" excuse. APS could save thousands of dollars by decreasing their advertising budget, since they have no need to advertise. Everyone needs electricity, and we are subjected to extremely few options when it comes to choosing our electric service company. They virtually have no competition!

Interestingly, as a local REALTOR®, I find it worth noting that clients often perceive APS as the "more expensive" electric company, and often ask to look at homes in a district where SRP services exist! If SRP can do it, why can't APS?

We are already being "surcharged" to death! Just take a plane these days! Therefore, I request that you please DO NOT approve this surcharge request.

One other incidental thing that you can pass along to APS. In their hearing notice, they keep referring to "APS' request." The proper punctuation should be "APS's request" (apostrophe "s") since an apostrophe after an "s" signifies that the preceding word that ends in "s" is plural. "APS" is not a plural word, so should use apostrophe "s" even though the word ends in "s." (In my past life I was an English teacher! However, it doesn't mean that this email is flawless.)

Sincerely,

Dottie Martin
6701 E. Camino de los Ranchos
Scottsdale, AZ 85254
realestate@dottiemartin.com

Betty Camargo

From: JMG278@aol.com
Sent: Sunday, August 10, 2008 7:33 AM
To: Gleason-WebEmail
Subject: APS

I do not support a rate increase for APS. I suggest they tighten their belts as we the public have.
Joan Goldfarb--Scottsdale

Looking for a car that's sporty, fun and fits in your budget? [Read reviews on AOL Autos.](#)