

E-01345A-08-0172



0000087646

**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** (602) 364-0236

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No. 2008 70669**

**Date:** 8/13/2008

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

**Complaint By:** **First:** Debra **Last:** Arriola

**Account Name:** Debra Arriola

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Superior

**CBR:**

**State:** AZ **Zip:** 85273

**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 letter -

8-6-08

Account # 026851286

People Read the newspaper

Pinnacle West Making Record Profits!!

To Whom It May Concern:

How can you and APS, keep gouging, us people that barely survive, when all the add ons are more than your actual use of electricity, and they want another increase for more money. How much is going to be enough!

P.S. Please Respond Back

The Arriolas  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Arizona Corporation Commission  
**DOCKETED**

**AUG 13 2008**

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCKET CONTROL

2008 AUG 13 P 4: 14

**RECEIVED**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Responded with the following -

Dear Ms. Arriola:

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 to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/13/2008**

**Opinion No. 2008 - 70669**

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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 70668

Date: 8/13/2008

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

First:

Last:

Complaint By: Pamela

Anderson

Account Name: Pamela Anderson

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Arizona City

CBR:

State: AZ Zip: 85223

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 letter -

Docket # E-01345A-08-0172

8/6/08

Arizona Corporation Commission

This letter is in response to above docket # APS for an Interim rate increase.

I object to any increase, all citizens have had to tighten our belts decrease our expenses to make ends meet. "I expect APS to do the same".

Enclosed is my last APS bill - Note the decrease in usage from last year. I keep our AC at 85 no lower and never have it on when not at home. In the winter it is never higher than 67. Do I like it NO! Being retired and on a fixed income these are the uncomfortable measures I've taken to meet our costs.

We are expected to go green- how can we when rates continue to rise without accountability by APS. Our rates automatically go up! APS needs to eliminate the frills and duplication do without as citizens do and make ends meet. If I have to make cuts so should APS!! NO INCREASE - They need to be held accountable to this commission!

Pamela Anderson  
\*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

Responded with the following -

Dear Ms. Anderson:

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 to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/13/2008**

**Opinion No. 2008 - 70668**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Sincerely,.

Thomas McCowan  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following -

Dear Mr. McCowan:

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 to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/13/2008**

**Opinion No. 2008 - 70667**

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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 70665**

**Date:** 8/13/2008

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

**First:**

**Last:**

**Complaint By:** **Anonymous Anonymous**

**Account Name:** Anonymous Anonymous

**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 \*\*\*\*\*

An anonymous customer sent the following letter which was not signed and contained no return address -

Arizona Public Service

In these hard times economically

Rather than you increase our rates

WHY doesn't APS

Cut back on the charity money you donate unless it helps Legal American taxpayers ONLY

Cut back on YOUR companies management bonuses and wages and raises paid each year for a while to help other hurting legal Americans

Cut back on YOUR company 401K employment benefits matched and other benefits FIRST because YOU as a utility company can afford it when the vast majority of Legal Americans can not afford to put gas in their autos in order to get to work to make a living and put food on the table - much less a 401K

Cut back on your fluff of non essential expenses rather than dip into our pockets again in order for you to keep up your standard of living and company profit at our expense

WHY DOESN'T APS do the right thing FIRST instead of expecting the rest us to keep covering the high costs of living for a select few in this Valley and the black mail tactics used time after time against the American public with the Commission and proving to us repeatedly that you are one of the big bad guys who can afford to hire expense lawyers to defend you while we can not - especially now

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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How can APS justify any rate increases - when for over 30 years everyone in Arizona has known the utility companies should have been getting other wind and solar sources in place long before this day came in the Valley of the Sun

No excuses are acceptable any longer. Instead of looking good to your stock holders, your selves and your personal egos - you are held in contempt for not doing wise things with 30 years of our money paid to you that made up those profits.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments filed with the Docket in this matter.

\*End of Comments\*

**Date Completed: 8/13/2008**

**Opinion No. 2008 - 70665**

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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 70663

Date: 8/13/2008

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

Complaint By: First: Judith K. Last: Chlupsa

Account Name: Judith K. Chlupsa

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Payson

CBR:

State: AZ Zip: 85541

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 letter -

August 1, 2008

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St  
Phoenix, AZ 85007

Dear Sir:

I just received a notice of public hearing from your company for an interim rate increase, Docket NO. E-01345A-08-0172. Health reasons do not permit us to attend, however, I feel I must write and express our feelings. Until 3 years ago we lived in the Phoenix/Mesa area of the valley and have lived there since 1956. Our utility company was Salt River for electricity and through all the years of heat and using our air conditioning to the MAX, we never encountered the high cost of electricity that we have experienced through your company. We are in a home in Payson that is approximately what we had in the valley and our last bill up here was \$373.00 plus. I am appalled to say the least Our highest bill in the valley where it REALLY GETS HOT was \$265.00. I think your rates are horrendous and do not feel you need a rate increase in any way, shape, or form!! We have installed double paned windows, turned the thermostat up to 80, in the valley we had it set at 76, and done everything we can to help with the cost but to no avail. As a matter of fact the month before last we used less kilowatt hours and our bill was higher than the month before, I called the office up here and explained my plight to her and she looked it up on computer and said hmmm that is strange, hold on please and let me check She came back with an answer, yes you did indeed use less but we charged you more because summer rates are in effect now! I said well I guess I can't win with you can I and she said no you can't !! How sweet and tactfull!!

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Yes, it does get hot up here in the mountains sometimes when a high pressure ridge sits over us but nothing like the valley and of course we cool down in the evening to the high 50's, low 60's so we should not be having this high cost of electricity. My husband is on oxygen 24/7 and yes we have a concentrator running however, we had that in the valley as well so here again I am aghast at your prices. I would think you could find other ways to cut your costs and not pass everything on to us. The actual usage fees of electricity are not bad and then you see all the other garbage you have listed on the bills and it makes it seem like you are reading a Wall Street Report! I find it absolutely deplorable to have to be subjected to this highway robbery and would so appreciate you considering a RATE DECREASE sometime!!

Thank you for your consideration in reading this letter for all the good that it may or may not do. I can assure you we are not the only people up here who feel this way and while a great many of us are retired we are like any other working person, our check doesn't change either, unless you happen to get a raise and that is minimal.

So I think it would be nice if you sat back and really took a good look at what your costs are and see if you can't do better by your customers who are literally trapped into using your company as there is no other.

Sincerely,

Judith K. Chlupsa

[REDACTED]  
Payson, AZ 85541

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following -

Dear Ms. Chlupsa:

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 to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Comments\*

Date Completed: 8/13/2008

Opinion No. 2008 - 70663

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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 70654**

**Date:** 8/12/2008

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

**Complaint By:** **First:** Evelyn **Last:** Hyun

**Account Name:** Evelyn Hyun

**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 \*\*\*\*\*

\*\*\* REFERRED FROM THE HEARING DIVISION \*\*\*

Customer sent the following e-mail -

From: evelyn hyun [mailto:[REDACTED]]  
Sent: Friday, August 08, 2008 10:28 AM  
To: Hearings Division  
Subject:

I don't know if this is the correct e-mail for the hearing Docket No. E-01345A-08-0172 coming up September 11, 08.

If it is, to even think of jacking up the prices anymore than it already has is outrageous.

I live in a 800 sq ft apt and APS has charged enormous prices in the 9 yrs I have been here. The average bill is 100 to 150 dollars this month it is 176 dollars.

Have they gotten advice from the oil companies?

I cook 4x a week, have the air on b/w 75&80degrees practically have no lights on and do laundry in cold water, I change the filter once a month.

I can't get over the fact that APS wants a increase.

Thank You Evelyn Hyun

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following e-mail -

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 e-mail 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: 8/13/2008**

**Opinion No. 2008 - 70654**

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