

E:01345A-08-0172



0000087821

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4720

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70583

Date: 8/11/2008

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

Complaint By: First: Ed Last: Campbell

Account Name: Ed Campbell

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Happy Jack

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received (Opposed Opinion):

Docket No. E-01345A-08-0172

From: Ed Campbell [REDACTED]
Sent: Friday, August 08, 2008 10:33 AM
To: Utilities Div - Mailbox
Subject: rate increase

I received the notice of hearing on az public service request for interim rate increase.

I had no success in reaching the the correct internet address. If I may I would wish to comment at this e-mail address.

With the energy prices starting to decline now is not the time to consider a rate increase. Leave the rate alone or lower them, but don't raise them now. Let's wait and see where energy prices go in the near future.

Cordially,

Ed Campbell
[REDACTED]
[REDACTED]
[REDACTED]
End of Complaint

DOCKET CONTROL
AZ CORP COMMISSION
AUG 18 4:32 P

RECEIVED

Arizona Corporation Commission
DOCKETED
AUG 18 2008

DOCKETED BY [Signature]

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

n/a

End of Response

Investigator's Comments and Disposition:

8/13/2008 - Email to Customer:

Dear Ed Campbell,

Your email dated August 8, 2008 regarding the Arizona Public Service Company ("APS") rate case sent to the Arizona Corporation Commission ("Commission") has been received. A opinion will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the APS 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.

Commission 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 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 8/13/2008

Opinion No. 2008 - 70583

#E.01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70621

Date: 8/11/2008

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

First:

Last:

Complaint By:

Don

Evans

Account Name:

Don Evans

Home: [REDACTED]

Street: [REDACTED]

Work:

City:

Yuma

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****PLEASE SEE INQUIRY 2008-70000 FOR REPLY TO CUSTOMER'S
QUESTIONS*****

Received the following customer e-mail via Mailmaster:

From: [REDACTED]

Subject: APS rate hike

To: mailmasters@azcc.gov

Date: Saturday, August 9, 2008, 8:21 PM

To the Arizona Corporation Commissioners,

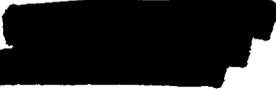
I just received notice that APS is wanting to raise our rates again. This would be their third hike in a year. Can you please explain to me why did/do all of APS's customers have to pay for the Palo Verde Nuclear power plant and why we the customers receive less than 10 percent of the power that is produced in that plant and the rest is sold to California and other states. I don't see how you can over and over again give them rate hikes, something doesn't sound right.

I live in Yuma, which is controlled by APS, we don't have a choice of providers. 30 miles away in Welton they have their own electric company, Welton Mohawk, and their rates are between 30 and 40 percent lower than APS. In phoenix you have the Salt River Project and their rates are also lower. I as a customer feel that before you even consider giving APS another rate Hike you should look into these two companies and see how they can afford to offer the same service at such a lower cost. Maybe these two companies are in business to give GREAT service at a lower rate where APS keeps getting rate hikes time and time again so they can give their stockholders such big returns. Can you explain this to me? It sounds like APS is like Exxon where they make such a large profit and they forget the customers. What about the customers that are on fixed incomes. We make about 1600.00 a month our house payment is 580 a month and electric is running 263 a month that leaves

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

about 760 a month for water, natural gas, Doctor, Medication, car insurance, gas and food. I know this is not your problem but there are many of us that are retired and have to choose what to do without, medication or food. There needs to be a cap on the rising cost so please stand up and cap it.

thank you,
Don Evans



End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8-12 @ 8:14am. I replied back to the customer via the following e-mail:

Dear Mr. Evans:

This is to acknowledge receipt of your e-mail and to express appreciation for taking the time to express your opinion in this matter. Your comments will be noted as a permanent record in APS' current rate application and will be considered by the Commissioner's at the Arizona Corporation Commission before a final decision is rendered in this matter.

Sincerely,
Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

8-12 I e-mailed Lupe Ortiz @ ACC's Phx Office to have this OPINION docketed under Docket No. E-01345A-08-0172. File closed.

End of Comments

Date Completed: 8/12/2008

Opinion No. 2008 - 70621

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70631

Date: 8/12/2008

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

First:

Last:

Complaint By:

Gino

Santella

Account Name:

Gino Santella

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Phoenix

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

I received the following email:

I believe that this increase is unfair to normal residents such as myself. I have not received any pay increase or tax incentives due to the 'cost of energy increasing'. So I feel that it is unfair for the power company to receive an increase either.

This problem will actually increase the costs for residential customers in instances where businesses are allowing/making their employees work over the internet from home. Thus the employees working from home will then require an increased amount of energy to run their computer, air conditioner, etc. while they work from home. Thus the employees/residents will end up paying more.

This will then lead to decreased spending by residents, since their money is going to power, and thus less spending means less taxes collected by the local municipalities and state. Thus the local governments receive less money and will have to cut programs.

End of Complaint

Utilities' Response:

NA

End of Response

Investigator's Comments and Disposition:

(E-01345A-08-0172)

I responded with the following:

Dear Gino Santella:

This is to acknowledge receipt of your e-mail and to express appreciation for taking the time to express your opinion in this matter. Your comments will be noted as a permanent record in APS' current rate application and will be considered by the Commissioner's at the Arizona Corporation Commission before a final decision is

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

rendered in this matter.

Sincerely,
Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

8-12 I e-mailed Lupe Ortiz to have this OPINION docketed under APS for Docket No. E-01345A-08-0172.
CLOSED.

End of Comments

Date Completed: 8/12/2008

Opinion No. 2008 - 70631

F. 01345A.08.0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70641

Date: 8/12/2008

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

Complaint By: First: Debbie Last: Catz

Account Name: Debbie Catz

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following customer e-mail via the Utilities Mailbox:

From: Debbie Catz [REDACTED]
Sent: Sunday, August 10, 2008 3:40 PM
To: Utilities Div - Mailbox
Subject: APS rate increase comments

To Whom It May Concern:

I received in the mail notification of APS's request for an "Interim Base Rate surcharge of approximately \$115,000,000. annually. I ask for your consideration of the current economy and how many people are having to decide between eating or putting gas in their cars, how many are losing their homes, the exorbitant spike in food and gas costs before you reach a decision. How much more can hard working Americans face? We are in a serious downturn in the economy. Everything is costing more. Corporations and people in the position of power must start recognizing that while companies/corporations are feeling the downturn, everytime a rate increase is granted, it is hurting the average American. I ask you to first investigate what the profit margin is for APS. When they ask for an increase, does anyone investigate their books? Does anyone first say, let's take a look at your profit margin and how much your top CEO or CFO is making? Many corporations are seeing humongous profits at the top while still asking for increases. When will this stop?

I ask for the Arizona Corporation Commission to please not just rubber stamp another increase. Please do more investigating and ask, what will be the result for APS if they are denied their request? Will they suffer losses to the extent that people will begin to lose power? Or will they just have to reduce some of the profits at the top of their corporate structure? How much more can the average American, many of whom are working 2 and 3 jobs, take? We are being squeezed so tightly and one more increase for many could just be the difference between feeding their families or having heat/air conditioning.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

If I have written to the wrong place, I ask that you forward this e-mail to the correct place.

Thank you.

Debbie Catz, M.S.W.

[REDACTED]
Glendale, AZ 85306

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Dear Ms. Catz:

This is to acknowledge your e-mail regarding the proposed rate increase by Arizona Public Service Company ("APS"). The Arizona Corporation Commission ("Commission") appreciates the time that you have taken to express your opinion in this matter. The operating expenses claimed by the utility will be examined and compared to the revenues received for the service provided. Your comments will be noted for the record in this matter and will be considered by the Commission before a final decision is rendered.

Sincerely,
Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

8-12 I e-mailed Trish Meeter at the ACC's Phoenix Office to have this docketed towards APS' rate application under Docket No. E-01345A-08-0172. File closed.

End of Comments

Date Completed: 8/12/2008

Opinion No. 2008 - 70641

#E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2008 - 70645

Date: 8/12/2008

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

Complaint By: First: Randy Last: Thiede

Account Name: Randy Thiede Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following customer e-mail via the ACC's Utilities Division Mailbox:

From: [REDACTED]
Sent: Sunday, August 10, 2008 9:12 PM
To: Utilities Div - Mailbox
Subject: Arizona Public Service Request for Interim Rate Increase - Docket No. E-01345A-08-0172

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

Dear Arizona Corporation Commission,

These days, Arizona Public Service is "like a runaway train". And if someone doesn't try stopping them, they will continue to "run over residential customers like myself"! Their latest request for another interim rate increase is typical of what they have been doing for the last two years, in which they continue to pass on their fuel surcharges and financial mismanagement problems to their customers.

In February 2006, Arizona Public Service requested and was granted the following three increases:

PSA Adjuster Rate .004
PSA Surcharge .000554
Interim PSA Adjuster .007

Total .011554 (percentage multiplied by total KWh per month)

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Needless to say, a percentage of .011554 might seem to many people to be very miniscule, but actually, when added to a monthly electric bill, it adds up quite a bit!

Here is the breakdown of how much my electric bills have been affected by the increases over the last two years:

2/06	\$5.10
3/06	\$4.67
4/06	\$4.98
5/06	\$13.70
6/06	\$26.86
7/06	\$30.08
8/06	\$36.99
9/06	\$36.36
10/06	\$23.11
11/06	\$14.23
12/06	\$15.75
<hr/>	
Total	\$211.84
1/07	\$18.12
2/07	\$15.75
3/07	\$15.63
4/07	\$18.81
5/07	\$15.46
6/07	\$23.64
7/07	\$30.85
8/07	\$15.06
9/07	\$19.10
10/07	\$12.11
11/07	\$8.58
12/07	\$7.29
<hr/>	
Total	\$200.60
1/08	\$8.55
2/08	\$12.20
3/08	\$11.79
4/08	\$12.78
5/08	\$12.81
6/08	\$20.98
7/08	\$27.44
<hr/>	
Total	\$106.55

We are all facing many hardships in these tough economic times. Arizona Public Service needs to be held liable themselves for the way that they operate their business and manage their finances. They shouldn't expect their customers to continually bail them out! I urge you to please deny their latest request for an interim rate increase.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Randy Thiede


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I replied back to the customer with the following:

Dear Mr. Thiede:

This is to acknowledge receipt of your e-mail and to express appreciation for taking the time to express your opinion in this matter. Your comments will be noted as a permanent record in APS' current rate application and will be considered by the Commissioner's at the Arizona Corporation Commission, before a final decision is rendered in this matter.

Sincerely,
Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

8-12 I e-mailed Lupe Ortiz at the ACC's Phoenix CONS Office to have this OPINION docketed towards APS rate case Docket No. E-01345A-08-0172. File closed.

End of Comments

Date Completed: 8/12/2008

Inquiry No. 2008 - 70645

E.01345A.08.0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70650

Date: 8/12/2008

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

First:

Last:

Complaint By:

Jim

Wind

Account Name:

Jim Wind

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Sun City West

CBR: [REDACTED]

State:

AZ

Zip: 85375

is: E-Mail

Utility Company. Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

I am against any Public Service Company rate increase at this time. It is ludicrous to think after the previous increases that they should have a rate increase. A public utility company should be a separate stand alone company and be a non profit organization.

I live by myself in Sun City West and live in a 1400 square foot home. I have set the thermostat at 87 degrees which I can tolerate with ceiling fans. It has a 2 degree swing, goes on at 88 degrees and off at 86 degrees. I only use the ceiling fans in the room I am in. I am very conservative and all light bulbs are the new wave bulbs. I use very little hot water, washing my cloths in cold water. In other words, I try not to use any more electricity than necessary. My last bill for July was \$143.55!!!! That's what I get for being conservative and sweating day and night and the Arizona Public Service Company wants another rate increase????? Give me a break.....

I am sure that there are many other people that are worse off than me and are probably some of the people walking away from their homes because they can not only afford their house payments but can't afford their electric bills either.

In an economic downturn we are in and the price of fuel and food at an all time high, it is ludicrous to think the Arizona Public Service Company would ask for a rate increase. They need to cut expenses and employees. I wish I could get a return of 12 percent on my money. Pretty hard to do when the Federal Reserve has the Fed rate at 2%

Thank you..

Jim Wind

[REDACTED]
Sun City West, AZ 85375

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/12

I emailed the following to customer:

Dear Mr. Jim Wind:

This is to acknowledge receipt of your e-mail and to express appreciation for taking the time to express your opinion in this matter. Your comments will be noted as a permanent record in APS' current rate application and will be considered by the Commissioner's at the Arizona Corporation Commission, before a final decision is rendered in this matter.

Sincerely,
Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

8-12

I e-mailed Trish Meeter at the ACC's Phoenix CONS Office to have this OPINION docketed towards APS rate case Docket No. E-01345A-08-0172. CLOSED.

End of Comments

Date Completed: 8/12/2008

Opinion No. 2008 - 70650

#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 - 70674

Date: 8/13/2008

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

First:

Last:

Complaint By: Donna M. Isenberger

Account Name: Donna M. Isenberger & Jack L. Humerickhouse

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Peoria

CBR:

State: AZ Zip: 85345

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

CORRESPONDENCE RECEIVED (OPINION OPPOSED):

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

August 7, 2008

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

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

TO WHOM IT MAY CONCERN:

We OBJECT to APS's request for a rate increase, for the following reasons:

#1 - Theft Executive President just received an increase in his salary by \$300,000 a year!!!

#2- APS does not maintain its lines. As it is at this time, they are here in our park trying to fix old lines and it is taking them way too long. These should have been maintained years ago. And, then had the nerve to say it wasn't theft fault....

#3) - APS sells electricity to other states.

#4) Why, after all this time and technology; have they not harnessed our number one resource – the sun?! Or, our number two resource - the wind?

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

#5) - Palo Verde is antiquated and is not maintained well.

Why should we as consumers have to pay for these increases - seemingly EVERY year? We try hard to keep our electric uses down, and still end up having to pay more. WE ARE ON A FIXED INCOME!!

It is your fiduciary duty to keep these increases from APS to a very minimum, and not give them an increase EVERY time they ask

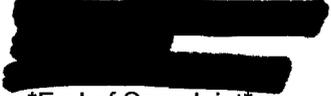
for one. I just don't understand that! You are elected officials and are supposed to be on "our" side.

I hope you will consider this letter as one of many received in OBJECTING to the interim rate increase.

Thank you for your consideration.

Sincerely,

Donna M. Isenberger
Jack L. Humerickhouse


End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

8/13/2008 - CORRESPONDENCE MAILED TO CUSTOMER:

August 13, 2008

Donna M. Isenberger
Jack L. Humerickhouse


RE: ARIZONA PUBLIC SERVICE COMPANY ("APS")

Dear Donna M. Isenberger & Jack L. Humerickhouse:

Your letter 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.

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 8/13/2008

Opinion No. 2008 - 70674

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 - 70682

Date: 8/13/2008

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

First:

Last:

Complaint By: Robert

Kennedy

Account Name: Robert Kennedy

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Forest Lakes

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED (OPPOSED OPINION):

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

August 6, 2008

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

Ref: Arizona Public Service Co.
Evidentiary Hearing
Docket # E-01345A-08-0172

I am expressing my comments towards the above referenced hearing request for Interrim rate increase by Arizona Public Service.

At the present economic status of the Countries financial crisis, all of its people are having to tighten their expenses and desires to make ends meet. Families losing their homes, jobs and etc. Arizona Public Service needs to do the same as its customers - one big expenditure is cut the advertising and sponsoring on TV and etc. We the people do not have a choice of whom we purchase our electrical service from in areas of the State.

I encourage the Arizona Corporation Commission to take in consideration the people of whom elect 'them and vote to the betterment of the people rather than that of special interest.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Robert Kennedy
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

August 13, 2008

Robert Kennedy
[REDACTED]

RE: ARIZONA PUBLIC SERVICE COMPANY ("APS")

Dear Robert Kennedy:

Your letter 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.

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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 8/13/2008

Opinion No. 2008 - 70682

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Mr. Keen,

Your letter regarding the Arizona Public Service Co. ("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 application.

The concerns raised in letters and emails 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,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/14/2008

Opinion No. 2008 - 70695

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70702

Date: 8/14/2008

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

Complaint By: First: Leeanne Last: Fallon

Account Name: Leeanne Fallon

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Rimrock

CBR:

State: AZ Zip: 86335

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 8-6-08:

DO NOT RAISE RATES!

CANNOT AFFORD IT AS IT IS.
SAME SERVICE-SHOULD NOT GO UP
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and acknowledged her ACC Comment Form which expressed opposition to APS' rate case. I extended thanks for taking the time to express her opinion, and that her comments would be noted as a permanent record in this rate application and would be considered before a final decision is rendered.

I e-mailed Trish Meeter at the ACC's Phoenix Office to have this OPINION docketed towards APS rate case, docket no. E-01345A-08-0172. File closed.

End of Comments

Date Completed: 8/14/2008

Opinion No. 2008 - 70702

E.01345A.08.0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70705

Date: 8/14/2008

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

Complaint By: First: Don & Lynn Last: Cline

Account Name: Don & Lynn Cline

Home: [REDACTED]

Street: [REDACTED]

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/14

The latest proposal to increase rates which is intended to help cover the cost of higher fuel prices is not set up correctly, with fuel prices fluctuating daily, instead of with a adjusted increase in price which will never go down needs a another mechanism to respond to external costs which would be adjustable to current daily costs and expenses to the company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/14

Telephoned Lynn and advised I would file the comments with Docket Control to be made a matter of public record.

End of Comments

Date Completed: 8/14/2008

Opinion No. 2008 - 70705

#E.01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70710

Date: 8/14/2008

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

Complaint By: First: Mary Jo Last: Anaya

Account Name: Mary Jo Anaya

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Cottonwood

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 8-7-08:

To the best of my recollection, APS received a rate increase above the normal allowable amount last year, which of course passed onto to we consumers. Another increase will be a financial burden to us living in this small rural community. Please do not allow this increase to a company that already shows huge profits to it's stockholders.

Mary Jo Anaya
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message, acknowledged her ACC Public Comment Form dated 8-7-08 regarding the APS rate increase. I advised that her comments would be made a permanent record in this application and would be considered before a final decision is rendered. I expressed appreciation for taking the time to express her opinion in this matter and provided my name and toll free #.

I e-mailed Lupe Ortiz to have this OPINION docketed towards APS rate case, docket no. E-01345A-08-0172.
File closed.
End of Comments

Date Completed: 8/18/2008

Opinion No. 2008 - 70710

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

#E.01345A.08.0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70721

Date: 8/14/2008

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

Complaint By: First: Francesca Last: Markus

Account Name: Francesca Markus

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: Cellular

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

I received the following correspondence:

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

Francesca Markus
[REDACTED]

RE: Docket Number E-01345A-08-0172

August 11, 2008

Dear Commissioners,

This is a written public comment regarding the public notice of hearing on the APS request for an interim rate increase. I respectfully request that the board denies their request. For the last two years, APS has increased their rates approximately 20% every three months. My average electric bill this summer is 79.6% greater than two summers ago, and I strive to be energy efficient, keeping the temperature between 80-86 degrees.

During these difficult times, I struggle to make ends meet. The last paycheck I received bounced. I'm not the only one. If rates increase, it will cause much more hardship. Like many others, I may move out of the area if my financial obligations continue to rise, because APS is not the only company raising its rates. Overall, a rate increase has a negative impact on the consumers as well as the economy, and despite what APS claims, they make excellent profits.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Francesca Markus
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

I called the customer and left voice mail message @ 1502 hours. I acknowledged that the ACC was in receipt of her correspondence regarding her Opinion against the proposed rate increase by APS. I advised customer that her comments would be made a part of the permanent records in this application and would be considered before a final decision is rendered. I thanked customer for writing to us to express her opinion in this matter and provided my name and toll free #.

I e-mailed Lupe Ortiz to have this OPINION docketed towards APS rate case, docket no. E-01345A-08-0172.
CLOSED.
End of Comments

Date Completed: 8/14/2008

Opinion No. 2008 - 70721

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I encourage the Arizona Corporation Commission to take in consideration the people of whom elect them and vote to the betterment of the people rather than that of special interest.

Sincerely, Marjorie Bower
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Due to letter and envelope absent of customer's address and tel#; unable to contact customer on letter acknowledgement:

E-mailed Lupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards APS' rate increase, docket no. E-01345A-08-0172. File closed.

End of Comments

Date Completed: 8/15/2008

Opinion No. 2008 - 70740

#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 - 70753 Date: 8/15/2008

Complaint Description: 08A Rate Case Items - Opposed
03D New Service - Main/Line Extensions

Complaint By: First: Patrick Last: Dugan

Account Name: A Action Welding Home: (000) 000-0000

Street: [REDACTED] Work: [REDACTED]

City: Prescott CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

OPPOSED OPINION

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

Customer is strongly against APS' request for an increase in rates.

Per customer, he recently contacted APS to question the requirements for service establishments for a lot he purchased which contained an electric pole on it. The customer explained that APS clearly informed him regardless of the service previously being extended to this lot APS will require that he pay fee between the amount of \$8,000.00 - \$10,000.00 just for APS to agree to serve him. APS further informed the customer that this fee is required for the impact his service will place on their system. In addition, APS informed the customer that this fee does not include any of the materials and or labor that may be required for service to be established.

The customer is extremely upset and stated "if APS has the right to demand customers pay ridiculous fees just for APS to agree to provide the customer electric service then APS does not need any rate increase and should take all of the money they are profiting from and apply it to whatever they claim to need an increase for.

Customer requests that the Commission deny APS application for an increase in rates.
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I offered to file a complaint for the customer to investigate his concern in regard to the charge APS is going to bill him for the impact his service will place on APS' system, although the customer refused due to fear that APS will retaliate and cause further delays in installing his service. I provided the customer my direct telephone number and welcomed him to call me, if he changes his mind.

I informed 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 and concerns into consideration before a decision is rendered in the APS rate application.

Customer appreciates the assistance provided. CLOSED

End of Comments

Date Completed: 8/15/2008

Opinion No. 2008 - 70753

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70784

Date: 8/18/2008

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

Complaint By: First: W. Last: Rushton

Account Name: W. Rushton

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

August 15, 2008
ARIZONA CORPORATION COMMISSION
CONSUMER SERVICES SECTION
1200 WEST WASHINGTON STREET
PHOENIX, AZ 85007
DOCKET NUMBER E-01345A-08-0172

I must protest any further increase in electric rates for the ARIZONA PUBLIC SERVICE company anytime within the near future.

The company is badly run. It has had a huge increase in customers and has paid for the increase in population by increasing rates in the past. It has allowed the PALO ALTO nuclear plant to become worn and badly dilapidated. APS has had rate increase upon rate increase and mismanaged it all. Why should they impose their ineptitude on us? The country is in a bad recession. People just do not need this company on their backs. APS needs to become more responsible and pay attention to its business. It is obviously mismanaged. Why should the poor rate payer always have to bail the company because of what management has done? As a rate payer, I cannot raise my pension to pay for their increases. Maybe, I'll have to convert to candles and cooking fires? I'm sure that the State is not going to give ME an increase in pension to pay for increased costs. So, where do I get the money for these continual increases in rates?

With great anger at this arrogant company,
W. RUSHTON

[REDACTED]

SUN CITY, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion docketed
End of Comments

Date Completed: 8/18/2008

Opinion No. 2008 - 70784

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70789

Date: 8/18/2008

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

First:

Last:

Complaint By: Annamarie

Sindle

Account Name: Annamarie Sindle

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85379

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

AnnaMaria Sindle

[REDACTED]
Surprise, AZ 85379

August 4, 2008

Arizona Corporation Commission

Consumer Services Section

1200 West Washington Street

Phoenix, AZ 85007

Re: Docket No. E01345A-08-0172

Dear Commissioners:

This communication is to vie mentally protest the Arizona Public Service Interim Rate Increase.

Arizona Public Service consistently plays poker with the Arizona Corporation Commission. Each and every time, APS requests a certain high rate hike, the Commission grants a bit more and in the end, APS gets what the 'real' rate increase being sought.

While this is an interim rate increase, it will ultimately become permanent and/or be imbedded into a future permanent rate hike.

In this day of innovative energy sources, it is time that the Commission no longer grants rate hikes, but rather, legislates APS to find alternative means to produce electricity efficiently.

It is feasible, it can be done, and it should be done. It is incumbent upon the Commission to protect the public in this time of economic disaster and force APS to reduce its financial expenditures.

Sincerely,

AnnaMaria Sindle

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed
End of Comments

Date Completed: 8/18/2008

Opinion No.: 2008-70789

E 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) 548-9129

Priority: Respond Within Five Days

Opinion No. 2008 - 70790

Date: 8/18/2008

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

Complaint By: First: Catherine Last: Coughlin

Account Name: Catherine Coughlin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85012

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix, AZ 85007
August 15, 2008

RE: DOCKET NO. E-01345A-08-0172

Arizona Public Service rate increase
I would like to go on record to VETO ANY TAX INCREASE BY THE ARIZONA PUBLIC SERVICE.
Catherine Coughlin

[REDACTED]
Phoenix, AZ 85012

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed, called customer and left voicemail
End of Comments

Date Completed: 8/18/2008

Opinion No. 2008 - 70790

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** (602) 497-0335**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2008 - 70792**Date:** 8/18/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Gary **Last:** Lyons**Account Name:** Gary Lyons**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Casa Grande**CBR:****State:** AZ **Zip:** 85222**is:****Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

RE: DOCKET NO. E-01345A-08-0172

15 August 2008

Gary Lyons

[REDACTED]

Casa Grande AZ 85222

[REDACTED]

ARIZONA CORPORATION COMMISSION

Dear Sir or Madam:

Stop the Insanity! APS has become like the government. . .no matter how much money they demand from people it's NEVER ENOUGH!! Theft rates only move in ONE direction.. .UP. The city of Page was wise enough to escape the bottomless maw of APS - and theft customers have enjoyed cheaper electricity since 1985. Stop the rubber stamping of this company's endless rate increases.

Sincerely,

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

Opinion Docketed, called customer and left voicemail

End of Comments

Date Completed: 8/18/2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2008 - 70792

[REDACTED]

[REDACTED]

[REDACTED]

[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 70811

Date: 8/18/2008

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

Complaint By: First: Bob Last: Stephens

Account Name: Bob Stephens

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 HEARING DIVISION ***

Customer sent the following e-mail -

Subject: Fw: APS's Request for a Base Rate SURCHARGE

Ladies and gentlemen---I absolutely parrot the sentiments and thoughts expressed in the following message from Dottie Smith.

Please take time to consider these thoughts.

All of us in the business of real estate have a high interest in the prices of energy in all forms and it is true that SRP served energy areas are most sought after in the demands of home buyers.

Please hold the prices down!

Very Sincerely

BEGIN--THE REST IS EASY
Bob Stephens CRB e-PRO
Managing Broker
West USA Realty

Hi there,

I recently received a "disclosure" or "announcement" flyer from APS - (and I wrote them a letter - below)

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

If you use APS as your electric company, you may be aware that they are requesting a hearing with the Corporation Commission to increase rates once more. This time, it's a "surcharge" - as though they need it! And if you have SRP, you may want to send this on to anyone you know using APS.

In this time of economic yuck, I should think they'd stop increasing profits for their CEO & stockholders, and give consumers a break.

They encouraged their customers to "comment" if they wanted to, by email or snail mail, and noted their web site as the place to get information on where to send emails. Not an easy task! But I finally found the addresses for the corporation commissioners and sent the letter (at the bottom).

If you'd like to send one, too, you can use anything I've written, or I'm sure you can think of enough of your own comments to send to the addressees below.

Then send this on to even more people who use APS, and maybe we can flood them with emails. I'm sure a lot of people never even read the flyer.

Dottie

To: hearingsdiv@cc.state.az.us ; mayer-web@azcc.gov ; mundell-web@azcc.gov ; gleason-web@azcc.gov ; hatch-web@azcc.gov ; pierce-web@azcc.gov

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 (decreasing 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 Audio Help /n. [sɜrʃɑrdʒ; v. sɜrʃɑrdʒ, [sɜrʃɑrdʒ/ Pronunciation Key - Show Spelled Pronunciation[n. sur-chahrj; v. sur-chahrj, sur-chahrj] Pronunciation Key - Show IPA Pronunciation noun, verb, -charged, -charg-ing.

-noun

1.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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·charg·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 "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.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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.

Sincerely,

Dottie Martin
(my address)
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] or [REDACTED]

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/18/2008

Opinion No. 2008 - 70811

F 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70812

Date: 8/18/2008

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

First:

Last:

Complaint By:

Mary

Cox

Account Name:

Mary & Robert Cox

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Cottonwood

CBR:

State:

AZ

Zip: 86326

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-01345A-08-0172

8/13/08

Dear APS/ Docket Number E-01345A-08-0172
And Arizona Corp Commission:

My husband and I are strongly opposed to any rate increases proposed. These are challenging economic times for all of us. This will have a negative effect on individuals. Arizona is experiencing the Nations highest unemployment rate of all the states. We can not afford to put any more strain on our local economy's.

Sincerely,
Mary Cox & Robert G Cox

Mary & Robert Cox

[REDACTED]
Cottonwood, AZ 86326

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed and customer called.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/18/2008

Opinion No. 2008 - 70812

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]