

E.01345A-08-0172



ORIGINAL

ARIZONA CORPORATION COMMISS...  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70716

Date: 8/14/2008

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

Complaint By: First: Wes Last: Kitchens

Account Name: Wes Kitchens

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Prescott

CBR: [REDACTED]

State: AZ Zip: 86305

is: [REDACTED]

RECEIVED  
2008 AUG 19 P 12:09  
AZ CORP COMMISSION  
DOCK CONTROL

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 8-11-08:

The average consumer has been rocked by recent gas prices. May struggle to make end meet as it is. Tightening the belt has become common place. I find it obscene that APS is asking for another rate increase. Rather than tighten their belt it is easier to hit the consumer yet again. When doe this nonsense stop? I have had to alter my life style considerably. APS needs to do the same.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and acknowledged his ACC Public Comment Form regarding the APS rate application. I advised I appreciated the time that he had taken to express his opinion and that his comments would be noted as a permanent record in this matter, and would be considered before a decision is rendered. Customer appreciated call of acknowledgement.

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

\*End of Comments\*

Date Completed: 8/14/2008

Arizona Corporation Commission  
DOCKETED

Opinion No. 2008 - 70716

AUG 19 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70819

Date: 8/18/2008

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

Complaint By: First: Dina Last: Galassini

Account Name: Dina Galassini

Home: (

Street:

Work: (000) 000-0000

City: Pine

CBR:

State: AZ Zip: 8

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: Dina Galassini  
Sent: Monday, August 18, 2008 11:27 AM  
To: Utilities Div - Mailbox  
Subject: Letter to ACC: APS Docket No. E-01345A-08-0172

TO: ALL ARIZONA CORPORATION COMMISSIONERS

FROM: DINA GALASSINI

CONTACT:

RE: APS REQUEST FOR RATE INCREASE  
DOCKET No. E-01345A-08-0172

Dear Corporation Commissioners:

APS should not receive a rate increase at this time due to the hardships to consumers it will result in at this crucial time in the economy. As a consumer and real estate agent, I know our economy is in worse shape than what the media is leading us to believe. I read Money and Markets and interviews from financial advisors. We are on the verge of a major melt down, meaning depression; not recession. This is very scary to me and my family.

Also, I know one of APS's main goal is to keep raising the rates to "warm us consumers up" to the huge, I mean huge increases from the Spanish Albengoa solar energy plant that is in the works. This solar energy plant will be

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

the world's largest and be built on three square miles of land in Arizona, all at the cost of us consumers. We deserve a choice of energy and I mean a choice, not some solar power shoved down our throats! APS is committing \$4 billion over 30 years, guess who's paying?

I hope you keep aware of APS's future plans for us and "it ain't pretty" for us consumers. I don't buy one bit of this Spanish solar plant or a raise in our rates.

People are struggling but failing to keep their heads above water. Our tax payer benefits are all eaten up and not available. We are crashing, not surviving. I read that APS has raised our bills by almost 40% in the last 18 months. This is absolutely unacceptable to me as a consumer and should be the ACC Commissioners, too.

Respectively,  
Dina Galassini  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

August 18, 2008

Ms. Dina Galassini

RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-08-0172

Dear Ms. Galassini:

Your e-mail 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 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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Public Utility Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 8/18/2008

Opinion No. 2008 - 70819

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (6 [REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70824

Date: 8/19/2008

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

Complaint By: First: Sheri Last: Barbera

Account Name: Sheri Barbera

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85255

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint: [REDACTED]  
THROUGH CHAIRMAN GLEASON

Docket NO. E 01345A-08-0172

From: SalSheriMax [mailto:[REDACTED]]  
Sent: Wednesday, August 13, 2008 9:05 PM  
To: Hearings Division  
Cc: Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web  
Subject: APS's Request for a Base Rate SURCHARGE

Dear Arizona Corporation Commission.

I would like APS's (ARIZONA PUBLIC SERVICE COMPANY) request for an INTERIM RATE INCREASE (DOCKET NO. E-01345a-08-0172) to be declined.

I have seen my electric bill steadily increase with taxes, surcharges and additional fees to the point where my husband and I pay more for those than we do for the actual electricity we use.

What I would like to see are incentives for homeowners and businesses to use solar power and energy efficient appliances, etc. Right now, the cost for those are still prohibitive.

Perhaps if APS would focus on educating the public about solar and alternative energy and offer bigger and better rebates and incentives to use them everyone would be in a win win situation.

I do not want additional surcharges from the electric company and hope you will decline their request.

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

---

Thank you for your consideration of the negative impact this additional surcharge will have on the public consumer.

kind regards,

Sheri Barbera  
7747 E Monica Drive  
Scottsdale AZ 85255  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

From: [Bradley Morton]  
Sent: Tuesday, August 19, 2008 7:50 AM  
Subject: Arizona Public Service Rate Case

Dear Ms Barbera,

I am contacting you regarding to the email you sent Chairman Mike Gleson of the Arizona Corporation Commission and your Opinion on the pending Arizona Public Service Company rate case. I will be docketing your Opinion so it is part of the rate case and copies will be provided to all Commissioners so they are aware of your concerns. If I can be of further assistance, please contact me at [redacted]

Regards,

Brad Morton  
Public Utilities Consumer Analyst II  
\*End of Comments\*

**Date Completed: 8/19/2008**

**Opinion No. 2008 - 70824**

---