

E.01345A-08.0172



0000087953

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70883

Date: 8/21/2008

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

First:

Last:

Complaint By: Ernesto/Helen Mendoza

Account Name: Ernesto/Helen Mendoza

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gila Bend

CBR:

State: AZ Zip: 85337

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****COMPLAINT 2008-70885 ISSUED REGARDING THE DEFECTIVE POLE ISSUE*****

Received the following letter dated 8-7-08:

Sirs,

I don't have a computer however - the rate increase of 2007 has put us in dire strait's. Further - more the more money allotted to APS - the less work they seem to accomplish! May 2008 - four poles were pulled down in my neighborhood (NE corner Locke & St. Louis) 1 pole was replaced and a guy wire by my front gate is still down! Other wires are still loose - poles are cracked and an accident waiting to happen. We - as many other's are on fixed income's, sick and insurance poor - with fuel cost's , utilities, groceries, & transportation, We can barely manage our medical trips and medications - my husband Has C.O.P.D. & Asthma, Hypertension & Emphsema- requires a nebulizer and oxygen concentrator which require power day & nite. I have: hypertension, Chronic Renal Failure- Epilepsy & Require A C-pak for Sleep Apnea.

Sire- We are Barely Able to Eat! Now - APS want's approx (\$115.) million more? Don't you think that's absurd? I cannot Go To Phoenix - you might try coming out of Gila Bend in August to experience the heat - to see if you could survive without power.

Thank you in advance for your consideration.

Sincerely
Ernesto & Helen Mendoza

Gila Bend, AZ 85337

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 AUG 21 P 4: 53

RECEIVED

Arizona Corporation Commission

DOCKETED

AUG 21 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CC. File
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and acknowledged he letter expressing opposition to the current APS rate case. I advised that her letter would be noted as a permanent record in this rate increase application, and that it would be considered before a final decision is rendered. I provided my name and tel#.

E-mailed to Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed under APS rate case E-01345A-08-0172. File closed.

End of Comments

Date Completed: 8/21/2008

Opinion No. 2008 - 70883

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 70749

Date: 8/15/2008

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

Complaint By: **First:** Sean & Christine **Last:** Hilly

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ **Zip:** 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following letter:

Consumer Services Section of the Commission
1200 W. Washington Street
Phoenix, AZ. 85007

RE: Rate Increase Docket # E-01345A-08-0172

Dear Commissioner:

Recently APS changed our meters at Sun Village, Surprise, AZ. with ones that does not require an individual to come to our residences to read the meters. The new meters transmit our consumption of electricity daily to their corporate office.

This procedure has eliminated their costs in manpower, gas and other expenses in having employees come our to our residences to read meters.

Therefore I am against this proposed increase.

Sincerely,

Sean and Christine Hilly

[REDACTED]
Surprise, AZ 85374

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

I called the customer and acknowledged his letter and that his letter would be noted as a permanent record in this rate application. I also conveyed appreciation for taking the time to express his opinion in this matter.

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

End of Comments

Date Completed: 8/15/2008

Opinion No. 2008 - 70749

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: (5 [REDACTED])

Priority: Respond Within Five Days

Opinion No. 2008 70724

Date: 8/14/2008

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

Complaint By: **First:** Karen & Dean **Last:** Husted

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR: 480-595-2044

State: AZ **Zip:** 85266

is: Fax

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

I received the following correspondence:

Karen and Dean Husted

[REDACTED]
Scottsdale, AZ 85266
[REDACTED]
[REDACTED]

Aug. 11, 2008

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

Re: APS rate increase: Docket E-01345A-08-0172

Good Day:

We oppose the rate increase requested by APS. We believe the agency needs to achieve fiscal balance by cutting costs, not by raising rates.

Sincerely,

Dean Husted

Karen Husted

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left a voice mail message @ 1302 hours. I acknowledged that the ACC was in receipt of their correspondence regarding their Opinion against the proposed rate increase by APS. I advised customers that their 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 customers for writing to us to express their opinions in this matter and provided my name and toll free #.

I e-mailed Trish Meeter 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 - 70724

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70892

Date: 8/21/2008

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

First:

Last:

Complaint By: Jake

Asorth

Account Name: Jake Asorth

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: .

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From:

Sent: Thursday, August 14, 2008 8:32 PM

To: MAILBOX E-docket

Subject: APS AND ANOTHER RATE INCREASE

In reading your requirements for a comment regarding APS and its application for another price increase. This is the most unbelievable thing I have had the misfortune to be a part of. People all over the state are losing homes and living in horrible conditions so APS can make record profits. This company has families actually choosing to eat or try and stay a little cool or warm. I myself have my stat at 81 and above and still can not afford the ridiculous rates.

Is it on purpose you choose to make it hard for people to file a complaint or intervention???? I have had record utility bills in the last year or so, even with burning up I have seen bills that would choke a goat. APS is out of line and in fact should be made to decrease the amount they charge.

The cost of fuel prices have been passed on to us by the grocery stores and everyone down the line. APS never misses a chance to gouge us for more money. This company is out of line and must be made accountable for the rates we can't pay now. If you are serious about helping the public, you need to make it easier for them to post a comment or complaint, or is this just a another way for us to vent while you let APS rape us again.

J Asorth.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

August 21, 2008

Mr. J. Asorth

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

Dear Mr. Asorth:

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
Public Utility Consumer Analyst
Utilities Division

Filed in docket no. E-01345A-08-0172
End of Comments

Date Completed: 8/21/2008

Opinion No. 2008 - 70892

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70891

Date: 8/21/2008

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

First:

Last:

Complaint By: **Sandra**

Clark

Account Name: Sandra Clark

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From:

Sent: Sunday, August 17, 2008 4:38 PM

To: MAILBOX E-docket

Subject: public comment

Number E-01345A-08-0172

APS interim rate increase request

My family is NOT in favor of an interim rate increase.

Sandra Clark

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 21, 2008

Ms. Sandra Clark

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Ms. Clark:

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
Public Utility Consumer Analyst
Utilities Division

Filed in docket no. E-01345A-08-0172
End of Comments

Date Completed: 8/21/2008

Opinion No. 2008 - 70891

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70890

Date: 8/21/2008

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

First:

Last:

Complaint By: Julie

Skrzypek

Account Name: Julie Skrzypek

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From:

Sent: Sunday, August 17, 2008 11:31 AM

To: Utilities Div - Mailbox

Subject: docket # E-01345A-08-0172

I am opposed to any rate increases for Arizona Pulic Service utilities. It seems so common place to hear of APS rate increases that citizens have become complacent and accepting of the frequent ritual. As a long-time resident (since 1973) and APS customer, I do not believe the proposed rate increase is warranted. When I discover a salary raise for Vice President Randall Edington from \$548,000 to \$800,000, I especially resent any request for an increase in rates. I am a public servant and surely do not expect a 45% increase in salary at a time when everyone is hurting economically. In the past five years, my raise is usually 1% per year! Folks in Tucson do not have frequent rate increases; and now that they have an increase, it is frozen for five years. I suggest that APS start analyzing its payroll and cut costs in that fashion rather than punishing the public for APS' problematic business practices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 21, 2008

Ms Julie Skrzypek

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Dear Ms. Skrzypek:

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
Public Utility Consumer Analyst
Utilities Division

Filed in docket no. E-01345A-08-0172
End of Comments

Date Completed: 8/21/2008

Opinion No. 2008 - 70890

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70889

Date: 8/21/2008

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

First:

Last:

Complaint By: Steven

Dupps

Account Name: Steven Dupps

Home:

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From:
Sent: Sunday, August 17, 2008 11:29 AM
To: Utilities Div - Mailbox
Subject: Docket #E-01345A-08-0172

Gentlemen:

In the proposed "Interim Base Rate Surcharge" requested by APS so they can be assured of certain profit margins is egregious in light of the economic down turn in America and particularly in Arizona. The vast majority of consumers have no control over their incomes as to increasing them to compensate for higher costs across the spectrum of gas, food, health care, school supplies and on and on.

For utility companies to constantly and continuously go to the consumer trough is callous and disrespectful to consumers. As basically a legal monopoly entity WHERE is the incentive to conserve, adjust and manage?

This request should be flatly denied.

Steven Dupps

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

August 21, 2008

Mr. Steven Dupps

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

Dear Mr. Dupps:

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
Public Utility Consumer Analyst
Utilities Division

filed in Docket No. E-01345A-08-0172
End of Comments

Date Completed: 8/21/2008

Opinion No. 2008 - 70889

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70887

Date: 8/21/2008

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

First:

Last:

Complaint By: **Cynthia**

Sampson

Account Name: Cynthia Sampson

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip:

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From:

Sent: Saturday, August 16, 2008 7:59 PM

To: Utilities Div - Mailbox

Subject: Docket # E-01345A=08=0172 Public Comment & Dispute of Rate Increase

Importance: High

Please note that APS keeps raising the rates while consumers do not get higher paychecks.

RPS seems to much less expensive then APS. Why can't APS cut costs vs. raising rates and come down to RPS's rates.

I can't afford a rate increase!

Cynthia Sampson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 21, 2008

Ms. Cynthia Sampson

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Dear Ms. Sampson:

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
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. E-01345A-08-0172
End of Comments

Date Completed: 8/21/2008

Opinion No. 2008 - 70887

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70886

Date: 8/21/2008

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

First:

Last:

Complaint By: Jeffrey

Zubricky

Account Name: Jeffrey Zubricky

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

I believe that APS should make "every effort" at budget cutbacks before being granted a rate increase. Proof to the Corporation Commission should be submitted as to how they are being more efficient before any request for rate increases will be heard. As a citizen of Phoenix I have to find ways for my money to stretch to keep up with expenses, I can't go to my employer for more money every time things get more expensive, I have to find ways to cut back. Has APS done things like turning up the thermostat in all it's offices to conserve, turn down it's water heaters to conserve, encouraged alternate schedules for employees to cut expenses. Show us a major effort before asking us for more money.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 21, 2008

Mr. Jeffrey Zubricky

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

Dear Mr. Zubricky:

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. E-01345A-08-0172
End of Comments

Date Completed: 8/21/2008

Opinion No. 2008 - 70886
