



ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70918

Date: 8/21/2008

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

Complaint By: First: Sarah Last: Elieff

Account Name: Sarah Elieff Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith

Contact Phone: (602) 250-2162

Nature of Complaint:

Receive the following letter dated 8-10-08. Customer's address noted on envelope :

In reference to docket E-01345A-08-0172
My ss ck is - \$799.00. My APS bill is \$360.37.
How do you think I feel ???

Arizona Corporation Commission

DOCKETED

AUG 22 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 AUG 22 P 4: 18

RECEIVED

Sarah Elieff
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I obtained the customer's tel# from Nancy Biggs at APS.

I called the customer and left recorded message acknowledging her letter regarding the APS rate case and that her letter would be made a permanent record in this application. I extended thanks for taking the time to express her opinion.

I e-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards APS' rate case, docket # E-01345A-08-0172. File closed.

End of Comments

Date Completed: 8/21/2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70926

Date: 8/22/2008

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

First:

Last:

Complaint By: Joseph & Ruth

Nock

Account Name: Joseph & Ruth Nock

Home

Street:

Work: (000) 000-0000

City: Claypool

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Joseph E Nock
Ruth Nock

We're seniors and can't afford an increase. What nerve you people have who gets 9% increase. We'll be lucky seniors to get 2%

Ruth L. Nock
Joseph Nock
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22/08 I contacted Mrs. Nock and informed her that her opinion had been received and that it will be filed in the APS rate application docket and the Commissioners and staff members will also get a copy of her opinion. She appreciated the information. Closed

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

Date Completed: 8/22/2008

Opinion No. 2008 - 70926

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2008 70927**Date:** 8/22/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Manuel V.

Elizondo

Account Name: Manuel V. Elizondo**Home:** (000) 000-0000**Street:****Work:** (000) 000-0000**City:** Avondale**CBR:****State:** AZ **Zip:****is:****Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

To Whom It May Concern:

This is my letter of intervention. I do not agree with the Interim Rate Increase at APS. I am a senior citizen on social security. I am disabled and unable to work. I am on a very limited budget and barely making ends meet. This increase will only bring a burden to me financially. I do my best to preserve energy so that I may keep my bills to a minimum. If APS continues to raise their rates I may not be able to afford my bills and live comfortable in my home. Please take this letter in consideration and don't allow our rates to go up.

Sincerely,

Manuel V. Elizondo

8/15/08

End of Complaint

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

(sent the following letter to consumer)

August 22, 2008

Mr. Manuel V. Elizondo

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Dear Mr. Elizondo:

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: 8/22/2008

Opinion No. 2008 - 70927