

E-01345A-08-0172



0000088057

ORIGINAL

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 70937

Date: 8/22/2008

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

First:

Last:

Complaint By: Carol

Johnson

Account Name: Carol Johnson

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:

Customer states that she is 71 years old and on Social Security. She does not receive a lot of money on Social Security and she states "vote no on the APS rate increase".

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/22/08 I explained that her opinion would be noted and filed in the docket. Closed

Filed in docket no. E-01345A-08-0172

\*End of Comments\*

Date Completed: 8/22/2008

Opinion No. 2008 - 70937

ARIZONA CORPORATION  
COMMISSION

2009 AUG 25 P 4: 54

RECEIVED

Arizona Corporation Commission

DOCKETED

AUG 25 2008

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** (

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2008 70945**

**Date:** 8/22/2008

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

**Complaint By:** **First:** Nina **Last:** Bobak

**Account Name:** Nina Bobak

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

**Street:**

**Work:** (000) 000-0000

**City:** Prescott Valley

**CBR:**

**State:** AZ **Zip:** '

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

consumer sent "copy of public notice of hearing" and a stack of APS bills and wrote on a piece of paper "PUNISH APS"  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

August 22, 2008 (sent following correspondence to consumer)

Ms. Nina Bobak

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

Dear Ms. Bobak:

Your correspondence 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.

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

---

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 - 70945**

---

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 70977

Date: 8/25/2008

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

Complaint By: First: Carmen C. Last: De Cicco

Account Name: Carmen C. De Cicco

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Payson

CBR:

State: AZ Zip: 85547

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

\*\*\*\*\* E-01345A-08-0172 \*\*\*\*\*

Customer is opposed to the proposed rate increase. Customer feels that APS should stop providing baseball tickets, football tickets, etc. until they can afford to run the company with no more rate increases to the customers.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter his comments into the Docket for this case. I thanked him for taking the time to contact the Commission and let his thoughts be known. Customer thanked me for the information.

\*End of Comments\*

Date Completed: 8/25/2008

Opinion No. 2008 - 70977