

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4-100

RECEIVED

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

2008 AUG 26 P 4: 07

Opinion No. 2008 70994 Date: 8/26/2008

AZ CORPORATION COMMISSION
DOCKET CONTROL

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

Complaint By: First: Kim Last: Conway

Account Name: Kim Conway Home: (000) 000-0000

Street: Work: (000) 000-0000

City: CBR: Arizona Corporation Commission
is: DOCKETED

State: AZ Zip:

AUG 26 2008

Utility Company: Arizona Public Service Company

Division: Electric

DOCKETED BY [Signature]

Contact Name: n/a Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM COMMISSIONER MAYES' OFFICE*****

From: KIM CONWAY
Sent: Monday, August 25, 2008 2:26 PM
To: Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web
Subject: PLEASE DO NOT SUPPORT (PUBLIC COMMENT DOCKET E-01345-A-08-0172 ON THE APS HEARING) FOR AN INTERIM RATE INCREASE

Dear Commissioners—Please continue to hold APS accountable and NOT allow an INTERIM or ANOTHER RATE INCREASE.

TELL THEM NO!

I am so disappointed at the continued increases APS demands for its utilities and it is way too often. Having been a previous user of SRP, we were spoiled. Management of the company MUST be held accountable and REASONABLE and their continued challenges that they mismanage SHOULD NOT CONTINUALLY be passed on to the users. I can understand and bear some increases for us and costs provisions BUT APS should be held accountable for their management of equipment, construction and projections without running back everytime to increase rates. They should be held to keep their rates similar to that of SRP and their increases kept in accordance with the rates charged by SRP. It is unfair that we should have to pay higher rates when poor judgment, management and business choices are made and fail or fall short.

I have tried through the website to make public comment but cannot find the forms. Therefore, I am contacting each of you prior to the public notice hearing since I am unable to be there in person.

Please do not allow this—thank you for your service.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Kim Edwards

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/26/08 e-mailed the following correspondence to consumer:

August 26, 2008

Ms. Kim Conway

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

Dear Ms. Conway:

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

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Date Completed: 8/26/2008

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