

E.01345A.08.0172



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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70958

Date: 8/25/2008

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

Complaint By: First: Sharon Last: Stewart

Account Name: Sharon Stewart

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Pine

CBR:

State: AZ Zip: 85544

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: stewartvoice [mailto:[REDACTED]]
Sent: Saturday, August 23, 2008 9:38 AM
To: Utilities Div - Mailbox
Subject: Letter to ACC: APS Docket No. E-01345A-08-0172

Subject: Letter to ACC: APS Docket No. E-01345A-08-0172

TO: ALL ARIZONA CORPORATION COMMISSIONERS

FROM: SHARON STEWART

[REDACTED]
STRAWBERRY, ARIZONA 85544

CONTACT: [REDACTED]

RE: APS REQUEST FOR RATE INCREASE

DOCKET No. E-01345A-08-0172

Arizona Corporation Commission

DOCKETED

AUG 27 2008

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCKET CONTROL

2008 AUG 27 P 12:46

RECEIVED

Dear Corporation Commissioners:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 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.

Sincerely,

Sharon Stewart
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25
August 25, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Ms. Stewart:

Your email regarding the Arizona Public Service Co. ("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 and emails 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 at [REDACTED]

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/25/2008

Opinion No. 2008 - 70958

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70972 Date: 8/25/2008

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

Complaint By: First: Eugene Last: Curley

Account Name: Eugene Curley Home: [REDACTED]

Street: [REDACTED] Work:

City: Yuma CBR: [REDACTED]

State: AZ Zip: 85365 is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

8/25 DOCKET NO. E-01345A-08-0172

Because of the economic downturn and the high cost of living for most of us at this time, we don't feel a rate increase at this time is a proper thing. Electric costs ar high enough. Please take this into consideration.

Thank you.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25

August 25, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Mr. Curley:

Your email regarding the Arizona Public Service Co. ("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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The concerns raised in letters and emails 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 at [REDACTED]

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/25/2008

Opinion No. 2008 - 70972

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70981

Date: 8/25/2008

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

First:

Last:

Complaint By: **Koorosh**

Yasami

Account Name: Koorosh Yasami

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: n/a

CBR: [REDACTED]

State: AZ Zip: n/a

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/25 DOCKET NO. E-01345A-08-0172

With increasing cost for practically everything and considering the fact that APS recently increased their charges about 25% higher than what it was before, I think it is just absurd to approve them to yet increase their charges again. Why no one thinks about the consumers and the fact that we have lost practically everything we have had in the last couple of years. Many people cannot even afford to keep their houses, let alone increase in price for utilities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25

August 25, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Mr. Yasami:

Your email regarding the Arizona Public Service Co. ("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 and emails 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 at [REDACTED]

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/25/2008

Opinion No. 2008 - 70981

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2008 71007

Date: 8/26/2008

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

Complaint By: First: Burt Last: Conner

Account Name: Burt Conner

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR: [REDACTED]

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-01345A-08-0172

From: Bert Conner [REDACTED]
Sent: Monday, August 25, 2008 2:55 PM
To: Utilities Div - Mailbox
Subject: future rate increases

Commissioners:

A few weeks ago, in the Arizona Republic there was an article about an increase in salary for the CEO of APS. Seems like a figure was mentioned, a \$300,000 dollar increase that will raise his salary by about double. I trust the commissioners will give considerable thought to this request. Think APS needs to consider this as, a bit over the top. If a CEO is fulfilling his position, his salary increase should be realized by APS and not by a rate increase across the board.

Thank you,
Bert Conner
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

August 26, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Mr. Conner:

Your email regarding the Arizona Public Service Co. ("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 and emails 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 at [REDACTED] or in-state toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/26/2008

Opinion No. 2008 - 71007

E.01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71010

Date: 8/26/2008

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

First:

Last:

Complaint By:

Martha

Money penny

Account Name:

Martha Money penny

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Phoenix

CBR:

State:

AZ Zip: 85020

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Is APS kidding about this???? What have they done to justify the rate increases they've just recently gotten? How many public relations people are they paying to beg taxpayers for more funding at the trough? They have a lot of nerve asking for this right as the summer rate bills are killing most of us consumers in the pocketbook trying to make ends meet...PLEASE stop being the servants of APS and START thinking of the Arizona taxpayers!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 26, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Mr. Conner:

Your email regarding the Arizona Public Service Co. ("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 and emails 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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 at [REDACTED] or in-state toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/26/2008

Opinion No. 2008 - 71010

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2008 71024

Date: 8/27/2008

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

Complaint By: **First:** Lucinda **Last:** Vizcaya

Account Name: Lucinda Vizcaya

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Winslow

CBR:

State: AZ **Zip:** 86047

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer is opposed to the APS application for an increase in rates because of the high costs to seniors on a budget.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised that customer comments will be docketed and made a matter of public record.

End of Comments

Date Completed: 8/27/2008

Opinion No. 2008 - 71024