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ORIGINAL

ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

4720

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71144

Date: 9/2/2008

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

First:

Last:

Complaint By: Joe

Botsko

Account Name: Joe Botsko

Home:

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip:

is:

RECEIVED
2008 SEP - 3 10:45
AZ STATE COMMISSION
DOCKET CONTROL

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Statement from Joe Botsko re APS Request for an Interim Rate Increase:
Docket no. E-01345A-08-0172

I, as most seniors, am concerned about the every rising costs of APS rates. We on fixed incomes don't have the luxury of raising our income as APS seems to think they can do every year or two.

I'm concerned about meeting this months bills while APS is concerned about raising my rates to give their all ready over paid executives another increase/bonus disguised as fuel adjustments or other terminology like the cost of doing business.

I receive \$500 a month retirement from my previous employer and \$1562 a month in social security. \$395 of my retirement is eaten up by medical insurance. So, that leaves me with \$105 retirement + \$1562 in social security - a month. Let's see the APS executives live on that \$1667 a month. My \$2062 gross is \$311 over the APS limit of \$1751 to qualify for the 'APS energy support program'.

I suggest APS restructure their management to do more with less like us seniors, ie cut costs through reduced levels of management and less managers, increase the responsibilities of a mangers from 6-10 direct reports to 20-30 or more, freezing the salaries of any executive or manager above a front line manager or reducing their salaries by the amount of the increase that APS is seeking. I would like to see APS start charging a higher rate to APS out of state customers than APS charges its AZ customer base; and, we suggest APS stop installing the latest and greatest state of the art technology when last years or prior years bells and whistles work just as well.

End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

Investigator's Comments and Disposition:

SEP - 3 2008

DOCKETED BY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

September 2, 2008

Joe Botsko.

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

Dear Mr. Botsko;

Your opinion 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: 9/2/2008

Opinion No. 2008 - 71144

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71147

Date: 9/2/2008

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

First:

Last:

Complaint By: John P.

Buker

Account Name: John P. Buker

Home: (000) 000-0000

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:

August 26, 2008

TO: ARIZONA CORPORATION COMMISSION
CONSUMER SERVICES SECTION
1200 WEST WASHINGTON STREET
PHOENIX, ARIZONA 85007

FROM: JOHN P. BUKER

SUBJECT: Rate increase proposed by APS. Docket # E-01345A-08-0172

I think you should deny this rate increase for APS because they have mismanaged, over-spent and advertised the public to excess. On a daily basis, APS is buying advertisement space on television, radio and who knows where else. You go to Ball I baseball-park and you can clearly see their elaborate advertising. You go to the AZ State Fair and other events and there is APS advertising. Why do they need to advertise so much, they have a captive audience? You have no choice which electric company you use. You either have APS or SRP. I say they are wasting lots of money advertising here, there and everywhere. It is not needed to sell their product and service, so why do they do it. The answer is pretty simple, their spending is out of control and this is just one example.

APS run Palo Verde nuclear generating plant. How many times has that plant had major problems? Seems like a yearly event and sometimes it happens over and over again. My guess is the place is so poorly managed it's bound to have problems.

I must live within my budget and if there is too much spending I must cut some of the fat and stop spending so much. APS is out of control and they spend money like there. is no tomorrow. How many rates increases do

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

they get before they are made to trim some of the spending and not ask for more rate increases?

Please do not approve their rate increase.

Thank You,
John P. Buker
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

September 2, 2008

John Buker

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

Dear Mr. Buker:

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Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

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