

E. 01345A.08.0172

ORIGINAL

ARIZONA CORPORATION COMMISSION



0000088267

UTILITY COMPLAINT FORM

4700

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72058

Date: 10/9/2008

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

Complaint By: First: Emily Last: Dalton Smith

Account Name: Emily Dalton Smith Home: (000) 000-0000

Street: n/a Work: [REDACTED]

City: n/a CBR: [REDACTED]

State: AZ Zip: n/a is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

10/9
From: Emily Dalton Smith [REDACTED]
Sent: Wednesday, October 08, 2008 9:50 PM
To: Utilities Div - Mailbox
Subject: APS rate increase

The notification and comment procedures for the APS rate increase are entirely unfriendly to APS customers. I recognize that this may be the point, but as an Arizona taxpayer and an APS customer I find it unacceptable that the email from APS included only an attachment, with no mention of the content in the subject or body. Minimally, both the email and the notice should include some justification for this request to at least give the impression that it isn't being railroaded through.

In addition, formatting the comment form as an attachment that does not allow changes - that is, one's comments - to be saved and then requiring the user to submit comments in an attachment is unnecessarily burdensome. I find it hard to believe that the State of Arizona could not develop a web-based form that would allow users to quickly and easily register their comments.

I look forward to your reply. Arizona Corporation Commission

Sincerely,
Emily Dalton Smith
End of Complaint

DOCKETED
OCT 10 2008

DOCKET CONTROL
AZ CORP COMMISSION
2008 OCT 10 PM 1:24

Utilities' Response: DOCKETED BY [Signature]

RECEIVED

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/9
October 9, 2008

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Ms. Dalton Smith:

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 in-state toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/9/2008

Opinion No. 2008 - 72058

E. 01345A.08.0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72041

Date: 10/9/2008

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

Complaint By: **First:** Roland E. **Last:** Winters

Account Name: Roland E. Winters

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ **Zip:** 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following letter dated 10-2-08:

Docket # E-01345A-08-0172

10-2-08

To Whom It may Concern:

I just called APS' office to get a copy of their proposed rate increase, Let's see if they actually send it. Their rate increase is obscene they are already charging over and above what other utilities charge. My last electric bill was over \$400.00, this is ridicules.

Re: Copy of my bill enclosed

Really Angry
Roland Winters

I will be at the hearing
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I mailed the customer the following pre-approved letter template:

October 9, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mr. Roland F. Winters
[REDACTED]
Surprise, Arizona 85374

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

Dear Mr. Winters:

[This is to acknowledge your letter dated October 2, 2008, regarding the Arizona Public Service Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

[Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's 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 1-800-535-0148 or in writing at the Tucson address noted below.

[REDACTED]
[REDACTED]Sincerely,

[REDACTED]Reg Lopez
[REDACTED]Public Utilities Consumer Analyst II
[REDACTED]Utilities Division
:rxl

10-9 E-mailed to Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards APS rate case, docket no. E-01345A-08-0172. File closed.
End of Comments

Date Completed: 10/9/2008

Opinion No. 2008 - 72041

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 72057

Date: 10/9/2008

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

Complaint By: First: Richard Last: Lerman

Account Name: Richard Lerman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85022

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/9

Richard Lerman 10/8/2008
[REDACTED]

Permanent Rate Increase E-01345A-08-0172

APS

rlerman@sonicjourneys.com

The rate increase is too large. All of us have had to pay for increases in fuel, and if you grant APS this large of an increase, you are asking the public to pay for fuel twice. Tell APS to lower top management salaries, stop paying for expensive advertisements and allow their stockholders to take a loss this year.

The Commission should do the correct thing and work to protect the interests of a majority of Arizonans.

Thanks

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9

October 9, 2008

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Mr. Lerman:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 in-state toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/9/2008

Opinion No. 2008 - 72057
