

E.01345A.08.0172



0000088298

ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

Investigator: Trish Meeter

Phone: [REDACTED] 2

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71174

Date: 9/3/2008

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

Complaint By: First: Sylvia Last: Wainwright

Account Name: Gary and Sylvia Wainwright

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

9/3

Caller is in opposition of any rate increases for the company. Having worked at a utility company in another state, they were forced to keep within a budget and cut corners when needed, in essence, cutting the fat. She believes the company should be employing these tactics before submitting applications for an increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer that her comments and opinions would be made a matter of public record through eDocket and review before a decision is rendered. An explanation of the line items on her bill regarding competitive service was discussed.

\*End of Comments\*

Date Completed: 9/3/2008

Opinion No. 2008 - 71174

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2008 SEP -5 P 2:12

RECEIVED

Arizona Corporation Commission  
DOCKETED

SEP -5 2008

DOCKETED BY [Signature]

E. 01345A.08.0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED] 22

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71176

Date: 9/3/2008

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

First:

Last:

Complaint By:

John

Nixon

Account Name:

John Nixon

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Phoenix

CBR:

State:

AZ Zip: 85016

is:

Utility Company: Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

9/3

Caller is opposed to the rate application submitted by the company. He lives in an area that has neighbors serviced by a different provider and has been able to compare prices with those who live in like housing. He believes APS does a poor job of managing its' budget and has many more expenses than the other provider.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

We discussed the process an application takes once received by the Commission. Customer was advised that a complete review of the application could be found on line along with any future filings for the case. He was provided the information on accessing eDocket.

\*End of Comments\*

Date Completed: 9/3/2008

Opinion No. 2008 - 71176

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71215

Date: 9/4/2008

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

Complaint By: First: Edoline Last: Olmstead

Account Name: Edoline Olmstead

Home: [REDACTED]

Street: n/a

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Opinion through Chairman Gleason

Consumer against rate increase  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed  
\*End of Comments\*

Date Completed: 9/4/2008

Opinion No. 2008 - 71215

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: (000) [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2008 71223

Date: 9/4/2008

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

Complaint By: First: Maria Last: Nunez

Account Name: Maria Nunez

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

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:

Spanish speaking consumer states that she received the "Notice of hearing for the Rate Increase" from APS. She said no rate increase should be allowed it is hard enough to make payments as it is.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I explained that her opinion would be filed in the APS rate application docket. Closed

Filed in Docket No. E-01345A-08-0172

\*End of Comments\*

Date Completed: 9/4/2008

Inquiry No. 2008 - 71223

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 71233**

**Date:** 9/5/2008

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

**Complaint By:** **First:** Trent **Last:** Albertson

**Account Name:** Trent Albertson

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

**Street:** [REDACTED]

**Work:**

**City:** Glendale

**CBR:**

**State:** AZ **Zip:** 85301

**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 sent the following e-mail -

APS is Enron-lite. Most of past request have been predicated on the need for improved infrastructure. Recently APS took out and ad in the AZ Republic stating they were putting off 700 Billion (or million). Who will pay the increased cost of infra structure in the future. Not the investors but those who cannot do with out APS electrical sevice.

I am against this rate increase while APS's rate increase request while its parent company Pinnacle West Capital is AZ'S 3rd most profitable public company. It is a shell game amounting to Enron-lite comparison. APS & PWC are companies abusing transfer prices - amounts charged on transactions between companies in a group, such as a parent and subsidiary.

This is without mentioning the mismanagement of Palo Verde Nuclear Plant. And the new transmission lines going in to sell power to California. Nor making any real investments in renewable energy sources in the state of AZ.

Buggy whips are no longer needed. Perhaps APS & PWC's way of doing business is no longer needed either. Please do not support their status quo way of doing business. Their executives have received millions if not billions of dollars in salary and bonuses since 2000. This squeezed from APS rate payers.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

---

Sent the following e-mail response -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your correspondence regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission in Docket No. E-01345A-08-0172 to be made part of the record. The Commissioners will be able to review your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's 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 contact me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 9/5/2008**

**Opinion No. 2008 - 71233**

---