

E. 01345A-08-0172



0000088373

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71034

Date: 8/27/2008

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

Complaint By: First: Marlene Last: Tsosie

Account Name: Marlene Tsosie

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86004

is:

Utility Company: Arizona Public Service Company

Division: Electric

Arizona Corporation Commission

Contact Name: [REDACTED]

DOCKETED

Contact Phone: [REDACTED]

Nature of Complaint:

SEP - 2 2008

8/27

August 24, 2008

To APS

Fr: Marlene R. Tsosie Acct# [REDACTED]

DOCKETED BY [Signature]

Re: Response to Electricity increase

I am a APS customer of Flagstai Arizona. recently I received a letter of electricity increase, I am against the increase, the cost of living in Flagstaff is too high already. We don't need anymore increase or just go solar. I am tire of paying too much for the what I use.

We already have problem with the high cost of gasline, food, education, and public health. My retirement check is not enough, I barely get by each month to have food on the table. Its hard to live on retirement check for me, I am a tax payer and I have big bills.

In flagstaff the unemployment rate is too high and the pay scale is very low, there is not enough job available for senior citizen like me.

Please consider people that are struggle every day of their llife.

Note: I misplaced the letter on eletricity increase, please help me take this letter to right department and thank for your help.

Marlene R. Tsosie

Flagstaff, Arizona 86004

End of Complaint

AZ CORP COMMISSION DOCKET CONTROL

2008 SEP - 2 10: 04

Utilities' Response:

RECEIVED

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/27
August 27, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Ms. Tsosie:

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

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/27/2008

Opinion No. 2008 - 71034

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 71036

Date: 8/27/2008

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

Complaint By: First: Michael Last: Berg

Account Name: Michael Berg

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/27
8/22/2008

Michael Berg
[REDACTED]

Goodyear, AZ 85395

Phone (Home): (623)388-4701

Email: [REDACTED]

Docket you wish to comment on: E-01345A-08-0172; interim rate increase request

Case or Utility Name: APS

Docket Number: E-01345A-08-0172

Position on Docket: Con

Every year that I have lived in AZ APS has increased their rates. Yes, I'm sure their operating costs have gone up each year too, but most companies have to try to increase efficiency so the burden won't fall on the consumer. We just had an 11% increase last year. Please don't increase our rates again.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/27
August 27, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Mr. Berg:

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

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/27/2008

Opinion No. 2008 - 71036

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

increase of 21.04% that you, the Commission, have granted them in 2 years. Now that info is for the low season. For the same amount of usage of 1039 kWh in the high season for my July 2008 bill the cost was \$146.46!

I plead that you deny them the current (no pun intended) rate increase under this docket.

Ron Everist
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/27
August 27, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Mr. Everist:

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

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/27/2008

Opinion No. 2008 - 71037

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

F:

Priority: Respond Within Five Days

Inquiry No. 2008 71044

Date: 8/27/2008

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

First:

Last:

Complaint By: Anonymous

Anonymous

Account Name: Anonymous

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

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:

Consumer is opposed to the rate increase that APS is requesting. The company is already charging too much and how are people going to afford anymore increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Consumer wanted to know the the Public Notice of Hearing meant. I explained that APS is requesting an increase on their rates. I took her opposition and I explained that her opinion would become part of the permanent docket and that the Commissioners and staff members would get a copy. Closed

filed in docket no. E-01345A-08-0172

End of Comments

Date Completed: 8/27/2008

Inquiry No. 2008 - 71044