



0000088524

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

RECEIVED
2008 SEP -9 P 4: 24

Opinion No. 2008 - 71316

AZ CORP COMMISSION
DOCKET CONTROL

Date: 9/9/2008

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

Complaint By: First: James F. Last: Kahn

Account Name: James F. Kahn Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85021

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E 01345A-08-0172

Arizona Corporation Commission
DOCKETED

SEP - 9 2008

From: [REDACTED]
Sent: Tuesday, September 09, 2008 8:31 AM
To: Utilities Div - Mailbox
Subject: APS Rate Hike

DOCKETED BY [Signature]

Ladies/Gentlemen:

This letter is written in opposition to the rate hike being requested by Arizona Public Service. I live in the neighborhood north of Glendale and west of Central. We are repeatedly hit with power outages, even with relatively minor wind or storms.

We certainly understand that power outages will occur from time to time and we understand that mother nature can be ferocious. However, our neighborhood experiences excessively frequent power outages. So much so, we received a letter of apology from APS that acknowledged the infrastructure problems. However, the outages continue. Was the apology sincere? what actions are being taken to rectify the problem?

We do not feel it is appropriate to raise our rates when the service we are receiving is inferior and this issue is well known to APS. In any other setting, we would, of course, take our business to the merchant down the street. In the utility setting, we are not given that option.

We oppose and will continue to oppose any rate hike until we are receiving the quality of service that would support an increase.

Thank you for your consideration of our concerns.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sincerely, [REDACTED]

James F. Kahn

[REDACTED]
[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9/08 [REDACTED]

Called consumer and confirmed receipt of opinion.
End of Comments

Date Completed: 9/9/2008

Opinion No. 2008 - 71316

[REDACTED]

[REDACTED]