

E. 01345A-08-0426



ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71317

Date: 9/9/2008

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

Complaint By: First: Lorna Last: Hawley

Account Name: Lorna Hawley Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. E-01345A-08-0426

My name is Lorna Hawley, and I am a current APS customer. Earlier this week I received a letter informing me that APS is attempting to sell my service to ED3. This raises some concerns for me.

My first concern is regarding Solar Incentives, the large companies in Arizona offer solar incentives for residents upgrading to clean energy. ED3 does not offer these incentives, I believe because they don't produce energy they will have no reason to move toward incentives in the future. I will not be able to afford to move to Solar if I am not an APS customer. In my view this greatly diminishes Arizona's push toward green energy.

My next concern is regarding accountability of ED3. I have been told they are not regulated by the ACC, who am I to contact if I have issues with them? They may not be considered a utility company, but from the consumer's standpoint they are providing me with electricity just the same as APS or SRP.

Finally, I would like to find out if there is a specific way for me to object to the sale. Is there a planned hearing date that I can attend? I do not want my service transferred to a company with a substandard reputation.

Thank you,

Lorna Hawley
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2008 SEP 10 P 3:19

RECEIVED

Arizona Corporation Commission
DOCKETED
SEP 10 2008

DOCKETED BY [Signature]

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Investigator's Comments and Disposition:

Called customer and left voice message advising her comments and opinion would be filed in Docket Control to be made a matter of public record.

End of Comments

Date Completed: 9/9/2008

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