

E-01345A-08-0172



0000088588

ORIGINAL ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Reg Lopez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71388

Date: 9/10/2008

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

Complaint By: First: Melinda Last: Murphy

Account Name: Melinda Murphy

Home: (000) 000-0000

Street: 00000000

Work:

City: Phoenix

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:
Arizona Corporation Commission

Nature of Complaint:

DOCKETED

Received the following customer e-mail:

SEP 11 2008

From: Melinda Murphy [r.
Sent: Wednesday, September 03, 2008 8:40 AM
To: Utilities Div - Mailbox
Subject: rate increases

DOCKETED BY

Regarding having an increase in our APS bills, our area has regular outings of power whenever the wind blows. This is not acceptable and not a reason to raise our rates. It may be a reason to lower them!

Melinda Murphy, GRI

P.S. It's our intention to continue building lifelong relationships one client at a time and remain your Realtor consultant for life. If you know of a friend, coworker or family member who has a Real Estate need, be sure to contact us. Your personal referrals are the greatest compliment we can receive.

End of Complaint

Utilities' Response:

AZ CORP COMMISSION
DOCKET CONTROL

Investigator's Comments and Disposition:

2008 SEP 11 P 2: 14

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I called the customer @ 3:30pm, left voice mail acknowledging her e-mail expressing her opinion on the APS rate case. I advised that her comments would be made a permanent record in this application and expressed appreciation for taking the time to express her opinion in this matter.

9-10 @ 4:40 E-mailed to Carmen Madrid at ACC Phoenix Office to have this Opinion docketed towards APS rate case E-01345A-08-0172. File closed.

End of Comments

Date Completed: 9/10/2008

Opinion No. 2008 - 71388

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 71390

Date: 9/11/2008

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

First:

Last:

Complaint By: Jeffrey L.

Lust

Account Name: Jeffrey L. Lust

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

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 -

From: Jefferyl [mailto:[REDACTED]]
Sent: Wednesday, September 10, 2008 8:18 PM
To: Utilities Div - Mailbox
Subject: Comments for hearing on docket E-01345A-08-0172

Arizonan's have endured a 37.9% fee structure increase from July 2007 to July of 2008; as calculated from my invoices. I have actually noted that even though the usage in kWh's is down in my particular case, the fee structure is up. The increase approved to date before this hearing is currently 7 times the inflation rate that the Federal Government reports and projects forward to its citizens in this country (<http://www.forecasts.org/economic-indicator/inflation.htm>). More-over wage increases have stagnated or dropped in that same period quoted above; due to the housing slow-down and other factors facing this country at this time. All people must "bite the bullet" when it comes to service(s) inflation and wage stagnation. This should also include our elected officials serving this duty to the best of their ability. Confidence in ones officials does not come by fiat. It comes by wading in the trenches along with its citizenry when times are tough. Be sure that as officials, you are willing to accept the same wage stagnation that your citizens are when requesting these increases you say are needed to provide power to this Great State of Arizona. Only in this manner can the citizens of this state feel that they are "in this together" with their elected officials.

Jeffery L Lust
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Lust -

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 e-mail 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: 9/11/2008

Opinion No. 2008 - 71390
