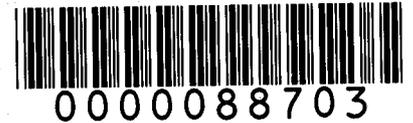


E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

F100

Investigator: Carmen Madrid

Phone:

7000 SEP 15 P 12: 59

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2008 71438

Date: 9/15/2008

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

First:

Last:

Complaint By: Sharon

Brooks

Account Name: Sharon Brooks

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Lale Montezuma

CBR:

State: AZ Zip.

is:

Utility Company. Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Arizona Corporation Commission

Nature of Complaint:

DOCKETED

August 25, 2008

SEP 15 2008

Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

DOCKETED BY

RE: Docket # E-01345A-08-0172

In the matter of an "Interim Rate" requested by APS, I offer the following comments. First, it appears over the years that nearly all rate increases are approved so I question the function of the Commission. As customers we have no choices as to suppliers, one might call this a monopoly. As customers, when our rates are increased we have to cut back while the company usually claims it can't make its numbers without your help.

Secondly, does the Commission have an accounting arm that audits in detail how the dollars at APS are spent? If not, how can you grant another rate increase based solely on their numbers? High gas prices, groceries and now the possibility of higher electric bills, costs that we must absorb, but not the utility company. In a state full of people on fixed incomes, when does the Corporation Commission say enough and let the utilities work out their budget like we are continually asked?

As the President of the Lake Montezuma Property Owner's Assoc., with a membership of 500 plus, we are very much opposed to another interim or permanent increase in our electric rates.

Sincerely,
Sharon Brooks

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

September 15, 2008

Ms. Sharon Brooks

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Brooks:

Your comments regarding the Arizona Public Service Company ("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 rate 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 toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Filed in Docket: E-01345A-08-0172

End of Comments

Date Completed: 9/15/2008

Opinion No. 2008 - 71438

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71447

Date: 9/15/2008

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

Complaint By: **First:** Carolyn **Last:** McKeown

Account Name: Carolyn McKeown

Home:

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ **Zip:**

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

9/6/2008

Carolynn McKeown

Phone (Home): (

Email: (

Name of Docket you wish to comment on:

Case or Utility Name: APS Company

Docket Number: E-01345A-08-0172

Position on Docket: Con

The reason for this increase was to cover the cost to replace equipment from a fire. The consumers have paid for this repair with rate increases that seem to be approved every six months. The rate increase always seems to be 20 per cent. If our economy is suffering as the media reports, maybe the citizens need an intermission from the costly increases that effect every consumer in the valley. The original rate increase has expired, give the consumers a break to recuperate after this season's storms.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/15/08 I contacted consumer and informed her that her opinion had been received and will be filed in the permanent docket. She appreciated the information. Closed

Filed in docket No. E-01345A-08-0172
End of Comments

Date Completed: 9/15/2008

Opinion No. 2008 - 71447

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2008 71450

Date: 9/15/2008

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

Complaint By: **First:** Loretta **Last:** Lockhart

Account Name: Loretta Lockhart **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 upset and wanted to make comments regarding the rate increase that APS is requesting. She states that with the economy being like it is nobody can afford an increase in anything. APS needs to learn to budget themselves and quit giving their Executives high wage increases and bonuses. People on Social Security do not get increases. The price in fuel, food, utilities is all increasing and consumers can't afford much. APS get a lot of their money through extra fees and charges listed on the bills. She states that APS is greedy and getting more greedy by asking the consumers to pay more money. Plus APS sent out notification that they also want to increase the renewable energy charges and pass it down to the consumers. This is ridiculous and nothing should be approved.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained that her opinion would be filed in the permanent docket and distributed to Commissioners and staff members. Closed

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

End of Comments

Date Completed: 9/15/2008

Opinion No. 2008 - 71450