

#E.01345A-08-0172



ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM RECEIVED

410

Investigator: Richard Martinez Phone: [REDACTED] SEP 15 Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2008 - 71240 Date: 9/5/2008

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

Complaint By: First: Tricia Last: Meyer

Account Name: Tricia Meyer Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Prescott CBR: [REDACTED]

State: AZ Zip: [REDACTED] is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Tricia Meyer 1300 Tanglewood Road Prescott AZ 86303

As a woman of Disability who lives very modestly and already pays close to \$200 a month for my monthly electric bills for a small older home, I am strongly opposed to the rate increase. When I see in the paper and in public records that APS is cutting multimillions from bonuses and perks, extremely bloated executive pay, senseless advertising, sports sponsorships, tax-write-off donations to local groups, etc., I will start To believe that they have cut excess and perhaps a small increase is necessary. Otherwise, I am adamantly opposed to this rate increase!!!!!!

End of Complaint

Utilities' Response:

na *End of Response*

Investigator's Comments and Disposition:

(Docket No. E-01345A-08-0172.)

I emailed customer the following response:

Dear Tricia Meyer:

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 correspondence regarding the Arizona Public Service Company rate case will be placed on file with the

Arizona Corporation Commission DOCKETED SEP 15 2008

DOCKETED BY [Signature]

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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 800-535-0148.

Richard Martinez
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission

E-mailed to Guadalupe Ortiz to have this OPINION docketed towards APS Docket No. E-01345A-08-0172. File closed.

End of Comments

Date Completed: 9/5/2008

Opinion No. 2008 - 71240

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Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71262

Date: 9/5/2008

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

Complaint By: First: Mary E. Last: Rounds

Account Name: Mary E. Rounds

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Tucson

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. E-01345A-08-0172)

Mary E. Rounds

Referencing
Docket Number
E-01345A-08-0172

I Mary E. Rounds & Esther Rodriguez wish to tell you we do not want our electric rates to be more. We both work hard to pay all of our bills & for electric rates to go up would be a severe hardship for us & I think a lot of other people would say the same thing even though they might not write you. We are both customers of APS & have always paid our bills on time.
Thank you

Mary E Round
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

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9/08

I called the customers @ 9:02 a.m to acknowledge receipt of her letter. I told her that her comments would be entered as a permanent record in Arizona Public Service Company proposed rate case. I added that her comments could be read by the Commissioners before a final decision is rendered. I thanked customer for taking the time to express her opinion in this matter.

E-mailed to Guadalupe Ortiz to have this OPINION docketed towards APS Docket No. E-01345A-08-0172. File closed.

End of Comments

Date Completed: 9/8/2008

Opinion No. 2008 - 71262

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Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71311

Date: 9/8/2008

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

Complaint By: First: **Marry C.** Last: **Koestner**

Account Name: Sun Dial III HOA

Home: [REDACTED]

Street: [REDACTED]

Work:

City: El Mirage

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following faxed copy of customer's e-mail dated 8-19-08.

Mary C. Koestner

From: [REDACTED]

To: [REDACTED]

Sent: Tuesday, August 19, 2008 12:51 PM

Subject: Re:Docket Number E-01345A-08-0172 Arizona Public Service Rate Increase

Dear Mr. Mundell,

My name is Mary C. Koestner. I am a customer of APS. I moved to El Mirage 9/15/01 to a new home. Our electricity provider was and is APS. I had NO CHOICE in this matter, as APS is the only provider in this area.

This utility company, in the almost 7 years I have lived here has asked for and received at least 3 rate increases. I am paying easily 25% more for electricity. And now another rate increase is being considered!. This is unfair and hard on the people like me who have limited incomes. I strive to conserve and my electric usage just over the past year has consistently shown a drop in usage for the last 12 months. This doesnt seem to matter, I am paying more for electricity and now this company, that is obviously ill managed is cranking up their demanding whine for more money.

Salt River Project doesnt have the history of greed that Arizona Public Service has exhibited over the last many years. In fact, SRP has had, I think, ONE rate increase. SRP's management appears to have the knowledge and competence to skillfully run their company and profit from it. Not so APS. Or so they say. A quarterly profit of \$133.9 million dollars is not shabby. Deteriorating finances? I dont think so. Inept and bungled management would be my take. Or just plain greed.

For a period of time, APS stopped certain wasteful practices, for example, cable advertising. They have

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resumed that practice. Why?? They have no competition, there is no need for this sort of expenditure, and it is extremely expensive. And if an honest and competent audit was conducted of their business practices, I'm sure many other wasteful expenditures would surface. What sort of mega salaries and benefits packages do their executives pull down? There is NO REASON for this company to be so ill managed.

I keep my thermostat set at 80 degrees in the summer, turn OFF the heater in winter, turn off my water heater, (it is off right now) turn off lights when there is no need for them to be on and implement other energy saving practices. And I seethe with resentment that I have no choice in this matter of electricity providers. I dont really consider the cost and energy savings methods I employ to be much of a sacrifice, just wisdom and good common sense. I expect the same from APS but obviously this has not happened.

APS keeps demanding more and more money in the form of increased rates to users and the ACC keeps giving it to them. When will it stop? If there was any choice in the matter, or any competition in this field, it would be different, but choice and competition are options denied to us.

I ask that the Corporation Commission deny ANY rate increase to APS, cancel the last rate increase, and order an independent, honest and complete audit of this company and how it does business as well as an investigation into wasteful and unnecessary spending including things like Cable TV and other forms of advertising.

I am planning on attending both the public comment session and the evidentiary hearing to be held September 11th and September 15th, 2008.

Thank you for your consideration.

Mary C. Koestner, President
Sun Dial III HOA

[REDACTED]
623 977 7057

08/19/2008

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and acknowledged her comments that she had addressed to the ACC regarding the APS rate increase application (Docket No. E-01345A-08-0172). I advised her comments would be made as a permanent record in this application and would be considered before a final decision is rendered in this application. I expressed appreciation for taking the time to express her opinion in this matter.

E-mailed to Lupe Ortiz to have this OPINION docketed. File closed.

End of Comments

Date Completed: 9/8/2008

Opinion No. 2008 - 71311
