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ORIGINAL

ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

RECEIVED
2008 SEP 22 A 10:12

Opinion No. 2008 71536

Date: 9/18/2008

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

Complaint By: First: **Allen & Trish** Last: **Szerlong**

Account Name: Allen & Trish Szerlong

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sedona

CBF: [REDACTED]

State: AZ **Zip:** 86336

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

Ref: Permanent Base Rate Increase

We respectfully request that you do not approve APS getting the permanent base rate increase (or any rat increase) they apply for applied for, as it is already a tremendous burden on us being able to pay our electric bill from them each month as it is. We cannot afford their continuous rate increases just so their powers-to-be can give themselves more raises. Please do not approve their application for this permanent base rate increase. Thank you for your kind consideration.

Allen and Trish Szerlong

[REDACTED]
Sedona, AZ 86336

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Emailed customer the following:

Allen & Trish Szerlong

[REDACTED]
Sedona, AZ 86336

Arizona Corporation Commission

DOCKETED

SEP 22 2008

DOCKETED BY [Signature]

RE: ARIZONA PUBLIC SERVICE COMPANY ("APS")

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Allen & Trish Szerlong:

Your letter dated, September 12, 2008 regarding the Arizona Public Service Company ("APS") rate application has been received and 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 take your comments and concerns into consideration before a decision is rendered in the APS rate application.

Concerns raised from customers assist the Commission within 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at [REDACTED]

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division

9-18- E-mailed to Trish Meeter @ the ACC's Phoenix Office to have this OPINION docketed towards APS rate case E-01345A-08-0172. CLOSED.

End of Comments

Date Completed: 9/18/2008

Opinion No. 2008 - 71536
