

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4760

Investigator: Reg Lopez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71527

Date: 9/17/2008

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

Complaint By: First: ??????? Last: Esposito

Account Name: ??????? Esposito

Home: (000) 000-0000
Arizona Corporation Commission

Street:

Work: DOCKETED

City: Phoenix

CBR:

State: AZ Zip:

is:

SEP 22 2008

Utility Company: Arizona Public Service Company

DOCKETED BY

Division: Electric

Contact Name: Nancy Biggs

Contact Phone: (602) 250-2922

Nature of Complaint:

Received the following letter, envelope is absent of consumer's first name :

APS INTERIM RATE INCREASE DT # E-01345A-08-0172

I would like to say no! to APS Interim Rate increase, if you would please look at a bill from APS that I payed for so they could bill me so they could get my money for there service if you look at the bill for taxpayer are footing the bills of APS. So's to get billed, we pay for the bill to be made up etc.----- I don't think APS. Needs more of our money even if they say they put the money back in the community. Any money they spend is tax deductible they pay for nothing, services that are free they make us pay, The charged me \$16 after they phoned and mailed I owe \$50 and they were going to shut my service off, they realy needed my \$50 do you know how many people are made homeless because of APS. alot cause when to you have it tured on they hit you with so many fee and such you can't do it. NO more money for APS, if they get more money your on the pay
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9-22 Sent the customer the following letter reply :

September 17, 2008

2008 SEP 22 11:12
AZ CORP COMMISSION
DOCKET CONTROL

RECEIVED

Mr. or Mrs. Esposito

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Phoenix, Arizona

RE: [ARIZONA PUBLIC SERVICE COMPANY
[DOCKET NO. E-01345A-08-0172]

Dear Mr. or Mrs. Esposito:

[This is to acknowledge your letter regarding the Arizona Public Service Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

[Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's 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 at _____ in writing at the Tucson address noted below.

Sincerely,

Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division
:rxl

9-22 I e-mailed Carmen at the ACC's Phoenix Office to have this OPINION docketed towards APS rate case E-01345A-08-0172. File closed.

End of Comments

Date Completed: 9/22/2008

Opinion No. 2008 - 71527
