

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Deb Reagan

Phone: [REDACTED]

SEP 26

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2008 71729

Date: 9/26/2008

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

Complaint By: **First:** Constance A. **Last:** Nuzzi

Account Name: Constance A. Nuzzi

Home: (000) 000-0000

Street: [REDACTED]

Work:

Arizona Corporation Commission

City: Phoenix

CBR:

DOCKETED

State: AZ **Zip:** 85023

is:

SEP 27 2008

Utility Company: Arizona Public Service Company

DOCKETED
MN

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

***** E-01345A-08-0172 *****

Customer sent the following correspondence -

Dear Members of the Commission:

This letter is in regards to the proposed application by APS for a 10.55% on average increases in their base rates, as a permanent increase.

I am a senior citizen on a fixed income of less then \$1500/month. Right now my electric bills are averaging 10-15% of my monthly income which leaves me little left for water, insurance, medical coverage, gas, food, etc. I have had to drop my prescription drug plan and my eye exams, glasses, physical therapy, dental are not covered.

I have a small patio home which is well insulated; my windows are tinted, my outside lights are solar; my lights bulbs in house have been changed to energy efficient ones; I only watch TV and cook large meals for the week on off-peak times; all my electric appliances (dishwasher, vacuum, etc) are used off-peak times; I do my own housework and gardening because I cannot afford to hire anyone to do these for me; I keep my air-conditioner on 80; my car is 15 years old and only use it when necessary. I don't know what else to do to conserve.

If this permanent base increase goes through, it will be a devastating hardship for me. Not only will the base increase, but also the 19 additional charges (fees, adjustment, surcharges, taxes, meter reading, etc.) will also increase. Which means my total bill will increase 15% overall.

I strongly request that during this time of recession, your Commission will give this matter very serious consideration. We the customers of APS do not have an alternate electric company to go to there is no competition.

ARIZONA CORPORATION COMMISSION
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I anxiously look forward to the final decision in the matter and hope it will be the right one for me and other people in the same predicament as mine, which are many.

Sincerely,
Constance Nuzzi
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following -

Dear Ms. Nuzzi:

Your correspondence regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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 at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 9/26/2008

Opinion No. 2008 - 71729

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71730

Date: 9/26/2008

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

Complaint By: First: Colleen

Last: Valencia

Account Name: Colleen Valencia

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:

She is very concerned and is everyone is asking for an increase in prices . How is this going to help the economy?

She is against the request for a rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in docket no. E-01345A-08-0172.. Closed

End of Comments

Date Completed: 9/26/2008

Opinion No. 2008 - 71730

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71731

Date: 9/26/2008

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

Complaint By: First: Shirley Last: Majors

Account Name: Shirley Majors

Home: [REDACTED]

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:

As a consumer she is disgusted with APS and their money sucking machine. She is concerned on how APS feels that they need more money. According to the notice she received they want \$115 million to be granted to them on an interim basis!! That there is going to be refunded. Refunded to whom? She wants APS to explain to the public why they need more money? What is the money being used for? She is opposed to any request for an increase!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained that her opinion would be noted and filed in the permanent APS file. Closed

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

End of Comments

Date Completed: 9/26/2008

Opinion No. 2008 - 71731

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 71721

Date: 9/26/2008

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

Complaint By: First: Ed Last: Katz

Account Name: Ed Katz

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Prescott

CBR:

State: AZ Zip: 86305

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

Customer wants to voice his opinion against the proposed permanent rate increase. Customer feels that it is hard enough for elderly and retired to keep up with the cost of everything increasing and does not feel that APS deserves another rate increase. They just got a rate increase last year.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter his comments for the record and file them with Docket Control so that all the Commissioners will have the opportunity to review them. He thanked me for taking the time to let him vent his frustrations.

End of Comments

Date Completed: 9/26/2008

Opinion No. 2008 - 71721

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71714

Date: 9/25/2008

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

Complaint By: First: M Last: Linzey

Account Name: M Linzey

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86004

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

Customer sent the following -

Linzey/Johnston
[REDACTED]

Flagstaff AZ 86004

Docket Number E-01345A-08-0172
Meeting April 2 2009

Arizona Corporation Commission
Consumer services Section
1200 West Washington
Phoenix AZ 85007

Every year there is a request for a rate increase from one of the utilities for the consumer. I understand prices rise and it has to be absorbed, but every year people can't keep up!

If the projection for increases could be looked at closer to avoid this every year increase and make it every 3 or more years it might be easier to absorb in the family budget.

Between Gasoline, Propane and all the other cost of living going up maybe cut some cost else were in your company, this is what the home owners are doing!

Alternative power, I would think you would welcome the help to keep prices down. Maybe APS should get into selling wind power products to people and lobby this for tax credits, lets look ahead and evolve this problem.

Please, Please look at the alternative here for the future, our grandkids will see outrageous cost of living if we don't.