

E-01345A-08-0172



ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM RECEIVED

A100

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2008 71770

Date: 9/29/2008

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

Complaint By: First: Claudia Last: Matanyi

Account Name: Claudia Matanyi

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

We are on retirement and this summer have had \$400 electric bills. If APS raises their rates any higher, we will be unable to pay them based on our fixed income. We do everything in our power to lower our rates. We keep our thermostat at 80 degrees, we have protective solar screens on our windows, blinds, 13 florescent bulbs, and we do all of our laundry, run the dishwasher, and out pool all on the off peak hours. We are not an all electric house either. We have a gas water heat, stove/oven, and dryer. We have had our AC system checked, and we use a digital thermostat. Our house is only 9 years old and has higher R-ratings on windows and doors as well. These rates are extremely high for all of the conservatory methods we are currently using. There is no reason the rates need to continuously be raised. We have also notice an extreme amount of additional charges above and beyond our actual electric usage. We would lover to know what all of these charges are and what the money is being used for.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I emailed the following to customer:

Re: Docket No. E-01345A-08-0172

Dear Ms. Claudia Matanyi,

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

Arizona Corporation Commission

DOCKETED

OCT -1 2008



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division

9-29 E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Arizona Public Service Company , docket No. E-01345A-08-0172. File closed.

End of Comments

Date Completed: 9/29/2008

Opinion No. 2008 - 71770

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71825

Date: 10/1/2008

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

Complaint By: First: Stephanie Last: Fama

Account Name: Stephanie Fama

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

9/30
9/28/2008

Stephanie Fama

[REDACTED]
Glendale, AZ

Phone (Home): (623) 215-4793
Email: famachief@cox.net

Docket you wish to comment on: Rate Increase
Case or Utility Name: APS
Docket Number: E-01345A-08-0172
Position on Docket: Con

To Whom It May Concern:

We have had many increases through the years. The service does not seem to get any better. We are all having difficulties just keeping our homes and jobs. I do not feel a rate increase is the right thing to do at this time.

Stephanie and Joseph Fama
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

October 1, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Ms.Fama:

Your letter regarding the Arizona Public Service Co. ("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 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 at (602) 542-4251.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/1/2008

Opinion No. 2008 - 71825
