

E-01345A-08-0172



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**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

4700

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72011

Date: 10/8/2008

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

Complaint By: First: David Last: Isquith

Account Name: CAPT David A. Isquith, USN (Ret)

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sedona

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

**Nature of Complaint:**

\*\*\*\*\*ALSO REFER TO ACC INQUIRY NO. 72012\*\*\*\*\*

10/8/2008 - CORRESPONDENCE RECEIVED (OPINION OPPOSED):

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

CAPT DAVID A. ISQUITH, USN (Ret)

[REDACTED]

3 October 2008

Arizona Corporate Commission  
Consumer Services Section  
1200 West Washington Street  
Phoenix, AZ 85007

Arizona Corporate Commission  
**DOCKETED**

OCT 10 2008

Subj: Pending Rate Increase  
Re: (a) Docket # E-01345A-08-0172

[REDACTED] [Signature]

Dear Sir/Madam:

I appreciate that there are a number of factors that translate into the higher cost of electrical services but it appears to me that the Commission has never seen a rate hike that they did not like. Certainly, every member of the Commission has electrical service in his or her home but, if not, I am enclosing a copy of my last billing statement. There are 13 fees charged, not counting taxes, and of these, it appears that only two are directly to the generation and delivery of electrical power. As a lay person in understanding the gimmicks employed by APS, several questions are:

RECEIVED  
2008 OCT -9 P 3:47  
Arizona Corporate Commission  
Consumer Services Section

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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- \* What does the "Basic service charge" include, if not billing and meter reading?
- \* I have been in Arizona for almost nine years which means that, if I paid \$2.56/month for each and every one of the 98 months that I have owned my home, I would have paid \$250.88 for my meter. When do I get to own it?
- \* What is the "Federal Environmental Improvement Charge" improving?
- \* What is the benefit and to whom for the "System Benefits Charge"?
- \* Does it really cost \$1.76 for the 35 seconds to read my meter?

Regards,

David Isquith  
\*End of Complaint\*

**Utilities' Response:**

n/a  
\*End of Response\*

**Investigator's Comments and Disposition:**

10/8/2008 - Correspondence Mailed to Customer:

October 8, 2008

CAPT David A. Isquith, USN (Ret)

[REDACTED]  
Sedona, Arizona & [REDACTED]

RE: Arizona Public Service Company ("APS")  
Docket No. E-01345A-08-0172

Dear David A. Isquith,

Your letter dated, October 3, 2008 sent to Arizona Corporation Commission ("Commission") in regard to the application filed by the Arizona Public Service Company ("APS") requesting approval for an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by 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 attempt's to balance the interest of both, 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 related to this matter, please feel free to call our office at 602-542-4251 or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Arizona Corporation Commission  
Utilities Division

CLOSED  
\*End of Comments\*

**Date Completed:** 10/8/2008

**Opinion No.** 2008 - 72011

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71852

Date: 10/1/2008

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

Complaint By: First: Hugh A. Last: Gillespie

Account Name: Hugh A. Gillespie

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

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 letter dated 9-23-08:

DOCKET #E-01345A-08-0172

Mr. Hugh A. Gillespie

[REDACTED]  
Litchfield PK, AZ [REDACTED]

SEPTEMBER 23, 2008

RE: A.P.S. Request For Perm.  
Rate increase (10.55% on Av.

Sirs,

Enough is enough. A.P.S. management is looking after A.P.S. stock and Bond holders. It must be really nice to have an organization that can raise prices to customers who are stuck with their services. I thought I could request to stay with Salt River Power when I moved. I have been told it is the law to allow me to pick my Power supplier. I tried, was told it is the law but, they would not comply with my request. So, I guess I'm stuck with A.P.S.

This company is known for multiple price hikes without any price reductions when economic conditions are favorable S.R.P. raised and lowered their rates based upon the economy.

It appears A.P.S. requested and the Commission rubber stamps after going through the motions, hearings, etc;

I believe it's time to say "NO" Many people are on Fixed incomes without the Luxery of requesting raises.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Economic times are bad for all people, not just A.P.S.

Sincerely

Hugh Gillespie  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10-1 I replied back to the customer with the following CEW pre-approved template reply letter:

October 1, 2008

Mr. Hugh A. Gillespie

Litchfield Park, Arizona

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

Dear Mr. Gillespie:

This is to acknowledge your letter dated September 23, 2008, 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 1-800-535-0148 or in writing at the Tucson address noted below.

Sincerely,

Reg Lopez  
Public Utilities Consumer Analyst II  
Utilities Division

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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10-2 E-mailed OPINION to Lupe Ortiz to have this OPINION docketed towards APS rate case, docket no. E-01345A-08-0172. File closed.

\*End of Comments\*

Date Completed: 10/2/2008

Opinion No. 2008 - 71852

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E:01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71981

Date: 10/7/2008

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By: First: Robert

Last: Warling

Account Name: Robert Warling

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received (Opinion Opposed):

RE: Docket No. #E-01345A-08-0172

-----Original Message-----

From: Robert Warling [REDACTED]

Sent: Monday, October 06, 2008 4:24 PM

To: Utilities Div - Mailbox

Subject: APS APPLICATION, Docket No. #-01345A-08-0172

From: Robert Warling

CAPT MSC USNR(Ret.)

[REDACTED]  
Yuma, Arizona [REDACTED]

To: Arizona Corporation Commission

Ref: APS APPLICATION FOR A PERMANENT BASE RATE INCREASE Docket No. #-01345A-08-0172

The APS application may be somewhat justifiable. Companies, corporations, including utility monopolies are entitled to make a profit to remain viable.

Arizona's Corporation Commission would serve the citizens of Arizona a public service by reminding APS that consumers often observe APS employees as they perform their daily routines. Specifically, APS looks a bit foolish preaches energy conservation while APS customers view APS workers wasting energy in the performance of their assigned duties.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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For example, I observed the meter reader going from house to house in an air-conditioned, APS truck. That's not a problem until you notice he is driving and stopping at each house in a complex of houses where the homes are located immediately next door to one another. The worker apparently felt compelled to remain in his APS truck with the truck's motor and air-conditioning running to ensure his personal comfort.

If this employee is physical disabled, maybe reading utility meters is not a good match to his physical capabilities. Letter carriers typically parked their trucks and then deliver mail to individual houses on a given city block of homes. The practice of walking door-to-door used to be routinely performed by utility workers. When did that change?

APS wants their customers to practice energy conservation. Perhaps, APS should spent more time educating and motivating their own employees to the benefits of conserving energy, especially if APS wants to persuade the Arizona Corporation Commission to approve a rate increase exceeding ten percent.

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

10/7/2008 - Email to Customer:

Dear Robert Warling,

Your email dated October 5, 2008, regarding the Arizona Public Service Company ("APS") rate application sent to the Arizona Corporation Commission ("Commission") has been received and will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments and concern into consideration before a decision is rendered in the APS rate case.

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 request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that can be placed on the consumer, and therefore 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 application. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

**Date Completed: 10/7/2008**

**Opinion No. 2008 - 71981**

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72010

Date: 10/8/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

John R.

Mahaffey

Account Name:

John R. Mahaffey

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Prescott

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/8/2008 - CORRESPONDENCE RECEIVED (OPINION OPPOSED):

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

JOHN R MAHAFFEY

[REDACTED]  
Prescott, Arizona [REDACTED]

October 4, 2008

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington  
Phoenix, Arizona 85007

According to the recent Billing Statement from APS indicated that APS is requesting a new increase of 10.55 percent.

Due to the current Financial Crisis through-out the United States and many-many Home Owners and Families are suffering.

I am on Social Security and another request for raise by APS will create an additional hardship.

My request is that the Arizona Commission deny this request from APS. Perhaps, APS could reduce the high Salaries of the APS CEO's for the time being.

John Mahaffey

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/8/2008 - Correspondence Mailed to Customer:

October 8, 2008

John R. Mahaffey

████████████████████  
Prescott, Arizona ██████████

RE: Arizona Public Service Company ("APS")  
Docket No. E-01345A-08-0172

Dear John R. Mahaffey,

Your letter dated, October 4, 2008 sent to Arizona Corporation Commission ("Commission") in regard to the application filed by the Arizona Public Service Company ("APS") requesting approval for an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by 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 both, 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 related to this matter, please feel free to call our office at 602-542-4251 or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

**Date Completed: 10/8/2008**

**Opinion No. 2008 - 72010**

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