

E-01345A-08-0172



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**ORIGINAL**

**ARIZONA CORPORATION COMMIS**

**UTILITY COMPLAINT FORM**

4710

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72063

Date: 10/10/2008

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

Complaint By: First: **Guadalupe** Last: **Mar**

Account Name: Guadalupe Mar

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR: Arizona Corporation Commission

State: AZ Zip: 85006

is:

**DOCKETED**

OCT 15 2008

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: for assignment

Contact Phone: n/a

DOCKETED BY [Signature]

**Nature of Complaint:**

10/10/08 Docketed under E-01345A-08-0172.

Per Ms. Mar she opposes the rate increase by APS. She feels this is highway robbery. People are getting rich of the people who are struggling to make it. This is not fair.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I advised Ms. Mar that her comments regarding the Arizona Public Service 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 Commission will consider your comments before a decision is rendered in the 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.

\*End of Comments\*

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2008 - 72063

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E-01345A-08-0172

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

**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 - 72141**

**Date:** 10/15/2008

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

**Complaint By:** **First:** Kevin **Last:** Rivera

**Account Name:** Kevin Rivera

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Surprise

**CBR:** [REDACTED]

**State:** AZ **Zip:** [REDACTED]

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** for assignment

**Contact Phone:** n/a

**Nature of Complaint:**

10/4/2008

Kevin Rivera  
[REDACTED]

Phone Number [REDACTED]

Email: [REDACTED]

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

The economy is hurting and no one company wants to lose profits. We are all hurting and cannot afford an increase. APS and other companies have to learn how to absorb the loss without putting the strain on us the middle class. Their responsibility is to provide us a service for a fair price, not have the paying customer pay for the vacant homes no utilizing APS. If rate increases continue, this will contribute to the demise of the middle class. My wife and I are voting no on the base rate increase. We simply just cannot afford it!!!

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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10/15/08 Emailed response to Mr. Rivera.

October 15, 2008

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Kevin Rivera:

Your letter regarding the Arizona Public Service Company ("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.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 10/15/2008**

**Opinion No. 2008 - 72141**

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