

E-01345A-08-0172



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ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72157 Date: 10/15/2008

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

Complaint By: First: Nora Last: Peterson

Account Name: Nora Peterson Home: (000) 000-0000

Street: [REDACTED] Work: (000) 000-0000

City: Yuma CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: for assignment

Contact Phone: n/a

Nature of Complaint:

10/15/08 Received correspondence from Ms. Peterson

Docket No. E-01345A-08-0172

October 9, 2008

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

Re: Docket Number E-01345A-08-0172
Hearing March 30, 2009

Dear Commission Members:

I would like to go on record opposing any permanent base rate increase. My APS bills are already more than 10% of my monthly budget, and that is using off-peak hours as much as possible. It is still a chunk from my monthly income.

I am 72 years old, my Social Security pays only half my monthly bills, and although my part-time job (which pays me less than I earned 10-15 years ago) helps me stay in my house, I am still just a paycheck away from becoming a bag lady.

With the state of the economy in the toilet, how do you expect the average, hardworking citizen to absorb these increased costs when so many are unemployed, and others have cut their budgets to the bones to afford rent /groceries/gas, if they're not already living in their cars, in which case utility expenses are a moot factor.

Arizona Corporation Commission
LOCKETED

OCT 15 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION

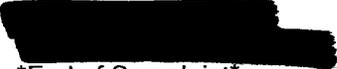
UTILITY COMPLAINT FORM

The tax increase would not be equitable. Home owners/renters would have to pick up the slack (or lack) of fees you are unable to derive from foreclosed homes and the unsold homes being built everywhere, with no buyers who can qualify.

Homeowners/renters are cutting their budgets. Why don't you cut yours? Perhaps a wage decrease or puffing a hold on planned projects until the economy rebounds, which may be years away.

Please consider the personal circumstances of those you serve. Do not become an MG, Wall Street, or other fat cat who have no regard or sympathy for the public that keeps you afloat.

Sincerely,

Nora Peterson


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/15/08 Copy of the letter response that was mailed to Mrs. Peterson

October 15, 2008

Nora Peterson


RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Mrs. Peterson:

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

ARIZONA CORPORATION COMMISSION

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End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72157
