

E-01345A-08-0172



0000089800

**ORIGINAL ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

4760

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72175

Date: 10/16/2008

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

Complaint By: First: Victoria Last: Summerson

Account Name: Victoria Summerson

Home: [REDACTED]

Street: n/a

Work: (000) 000-0000

City: Flagstaff

CBR:

State: AZ Zip: 00000

is:

Arizona Corporation Commission
DOCKETED

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: for assignment

Contact Phone: n/a

DOCKETED BY [Signature]

Nature of Complaint:

10/16/08 docketed under E-01345A-08-0172. Referred by Betty Camargo in CHAIRMAN GLEASONS OFFICE.

Voice mail message from Victoria Summerson

Hi Chairman Gleason this is Victoria Summerson. My home number is [REDACTED] I'm a resident of Flagstaff and also a Navy vet. I'm having a really hard time making ends meet. Especially with the on slot winter here in Northern Arizona. I got my notice for this permanent base rate increase from Arizona Public Service. I'm imploring you to please consider those of us who are living pay check to pay check. Literally that is no exaggeration on my part. Before you vote to permanently raise APS what they can charge for their rates. You don't need to call me back I just really wanted to reach out and touch you and let you know that a lot of us are struggling up here. Thank you for your time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/16/08 Comments noted for the record and docketed under E-01345A-08-0172.

End of Comments

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Date Completed: 10/16/2008

Opinion No. 2008 - 72175

2008 OCT 17 P 3:37

RECEIVED

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: , , - - - - -

Fax: - - - - -

Priority: Respond Within Five Days

Opinion No. 2008 72183 Date: 10/16/2008

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

Complaint By: **First:** Joann **Last:** Pullara

Account Name: Joann Pullara

Home: (000) 000-0000

Street: - - - - -

Work: (000) 000-0000

City:

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:

JA Pullara

I am against the rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

October 16, 2008

Ms. Joann Pullara

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Pullara:

Your comments 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 rate 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.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Filed in Docket: E-01345A-08-0172
End of Comments

Date Completed: 10/16/2008

Opinion No. 2008 - 72183

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 72203 **Date:** 10/17/2008

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

Complaint By: **First:** **Last:**
Charlene McCarthy

Account Name: Charlene McCarthy

Home:

Street:

Work: (000) 000-0000

City: Tonto Basin

CBR: ()

State: AZ **Zip:**

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

10/10/2008

Charlene McCarthy

Phone:

Email:

Docket you wish to comment on: Base Rate Increase for APS Customers

Case or Utility Name: APS

Docket Number: E-01345A-08-0172

Position on Docket: Con

I live on a fixed income. Everything has gone up from my groceries, to gas, to just everyday living expenses. With a rate increase, which do I choose to cut out? Prescriptions or food? I have cut expenses from every category and still struggle to get by each month. How much more expenses can one deal with?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

e-mailed following response to consumer:

October 17, 2008

Ms. Charlene McCarthy

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: ARIZONA PUBLIC SERVICE

Dear Ms. McCarthy:

Your comments 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 rate 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 toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Filed in Docket: E-01345A-08-0172

End of Comments

Date Completed: 10/17/2008

Opinion No. 2008 - 72203
