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**ORIGINAL**

**ARIZONA CORPORATION COMMIS**

**UTILITY COMPLAINT FORM**

4720

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 72365

**Date:** 10/24/2008

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

**Complaint By:** First: Sheryl Last: n/a

**Account Name:** Sheryl n/a **Home:** (000) 000-0000

**Street:** n/a **Work:**

**City:** n/a **CBR:**

**State:** AZ **Zip:** 00000 **is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**  
Docket No. E-01345A-08-0172

Arizona Corporation Commission  
**DOCKETED**

OCT 24 2008

DOCKETED BY [Signature]

RECEIVED  
2008 OCT 24 P 1:46  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

From: Sheryl [REDACTED]  
Sent: Friday, October 24, 2008 7:34 AM  
To: Utilities Div - Mailbox  
Subject: APS IS OUT OF CONTROL

To Whom It May Concern:

Looking at my APS bill this month, I couldn't help but notice that their erroneous, greed motivated b.s. charges amount to over \$100.00, exceeding even the cost of electricity I generated (used). Since APS is owned by it's shareholders, these charges they have tacked on almost a full page, are nothing but robbery. You are in charge of these crooked, self-serving creeps and I want something done about it. I am a single woman trying desperately to hold on to my home. I am poor and I guess it's because I have never been filled with blood thirty greed like the shareholders of APS.

Couldn't get their manicures if they didn't jack up all the poor people's bills like they have with erroneous, B.S. charges like what used to be just "Service charge" is now "service charge" plus "delivery service charge", "generation of electricity" which this month was \$137.00 because I have to watch every single event in my house to be sure not to even use the bathroom with a light on because I CAN find the toilet in the dark, "Metering", "Meter reading", "Billing", "Transmission and ancillary services", "Transmission cost adjustment", "System benefits charge", "Power Supply Adjustment", "Competition rules compliance charge", "Federal environmental improvement surcharge", "Basic service charge", "regulatory assessment", and then the usual state, county, and city taxes, plus Franchise fee. What started at \$137.00 is now \$246.09.

Filthy, greedy, pigs. You oversee them. Who ovesee's you? I don;t believe there is anyone overseeing anyone cause you're all in on this together OBVIOUSLY. The people are not going to keep taking this in the rear sir even if that is your hole of choice.

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

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Good DAY.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

From: Bradley Morton  
Sent: Friday, October 24, 2008 11:50 AM  
[REDACTED]  
Subject: FW: APS IS OUT OF CONTROL

Dear Sheryl,

This is to acknowledge receipt of your email regarding the Arizona Public Service Company rate case, it will be docketed and the Commissioners will be made aware of your concerns.

Regards,

Brad Morton  
Public Utilities Consumer Analyst II  
Arizona Corporation Commission  
[REDACTED]

\*End of Comments\*

**Date Completed: 10/24/2008**

**Opinion No. 2008 - 72365**

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