

E-01345A.08.0172



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ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72897

Date: 11/7/2008

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

Complaint By: **First:** Margaret A. **Last:** Seymour

Account Name: Margaret A. Seymour

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Glendale

CBR:

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

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPPOSED OPINION:

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

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

Arizona Corporation Commission
DOCKETED
NOV 10 2008

RECEIVED
2008 NOV 10 A 9:25
AZ CORP COMMISSION
DOCKET CONTROL

Re: Docket Number E-01345A-08-0172

DOCKETED BY [Signature]

Dear Commissioners:

I strongly oppose the rate increase APS is requesting. There are many reasons for my opinion, and they are as follows:

1. The economic times are difficult enough without the utilities being equal to a house payment.
2. APS has added 300,000 new customers over the years without updating itself; my question is, where did all the money go from these new customers? to stock holders?
3. APS has received rate increases over the past two years that equal the pay rates I received over twenty years. Again, I ask, shouldn't a "public service" keep step with the customers it serves?

I could go on, but I know my position is quite clear. We have too many people here in Arizona that just can't afford what is being asked of them. Please remember them!

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Margaret A. Seymour

Glendale, AZ [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 7, 2008

Margaret A. Seymour

Glendale, AZ [REDACTED]

RE: ARIZONA PUBLIC SERVICE COMPANY ("APS")

Dear Margaret A. Seymour:

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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 11/7/2008

Opinion No. 2008 - 72897
