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From: janetcookdjm [jb2agape@cox.net]
Sent: Tuesday, December 16, 2008 2:54 PM
To: Mayes-WebEmail
Subject: we support APS's rate increase
Importance: High

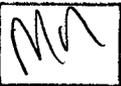
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Arizona Corporation Commission

DOCKETED

DEC 17 2008

AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY 

Dear Commissioner Kristin Mayes,

I know in these challenging economic times, it may seem to be a prudent decision to deny APS an interim rate hike. I believe that reasoning to be far from the truth.

As a leader in the Phoenix market in Remodeling celebrating 30 years, I cannot imagine trying to maintain the quality and service of my company working while costs of fuel, copper, equipment, etc. has at least doubled, if not more so. I cannot imagine not being able to raise my rates in line with costs. If I had to wait even 3 months to respond to market changes, we could not stay in business!

Curious, I went about investigating the matter. APS is higher than SRP, maybe they should find places to trim?

I have since found out one cannot compare the 2 utility companies. SRP is an agricultural entity who does not have to pay taxes, has access to governmental land, etc. So there is no comparison there.

So what are the facts to measuring the effectiveness of management, and the need of APS to raise rates?

APS has twice won the highest award in their industry for inventiveness and technical innovation. They continue to maintain high customer satisfaction, and service delivery reliability. That is evidence of a well managed company.

APS has managed to shoulder the rising costs by increasing productivity, and efficiency. APS has been proactive by delaying replacement of costly equipment (cutting that budget by 700 million), reducing operating expenses by almost 50 million, reduction in staff (laying off 500), community service and the like. Any more cutting could infringe on their ability to deliver the dependability of service they are known for. How much more can they cut without crippling their health? They will most likely have to table their solar energy project. We should be harvesting energy from the sun here in the desert!

With their current financial situation, they are rated BBB-. Out of all investor owned electrical utilities only 3 companies are rated lower, and 129 companies are rated higher. If they do not get a rate increase, they most likely will be downgraded/rated as a junk bond, and who wants to loan or invest in a company with that rating?

Arizona needs the largest supplier of electricity to be financially stable. It is important for the economic future of our state. If they do not have the funds to maintain their infrastructure, are we going to be like California and have "brown outs" in the summer? Who would want to locate or keep their business in Arizona if we all suffer from the heat due to inability for aging transformers to keep up with demand?

Please grant them their 4% interim rate hike. Arizona needs them to continue their success for a healthy economy. We need a healthy economy to continue to provide work for the families of our employees

and sub contractors who depend on us.

We are depending on you to do the right thing, and grant them their first base rate hike since 1991. Thank you for your careful consideration of this urgent need.

God bless,

Janet B. Cook, dJM, **President, CAPS**

Certified Aging in Place Specialist

Jeff Cook, CEO, CGR

Certified Graduate Remodeler

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