

E-01345A-08-0172



0000092155

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74133

Date: 12/22/2008

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

RECEIVED  
2008 DEC 24 A 9:32  
AZ CORPORATION COMMISSION  
DOCKET CONTROL

Complaint By: First: Paula Last: York

Account Name: Paula York

Home: [REDACTED]

Street: [REDACTED]

Work: Arizona Corporation Commission

City: Peoria

CBR: DOCKETED

State: AZ Zip: [REDACTED]

is: DEC 24 2008

Utility Company: Arizona Public Service Company

DOCKETED BY [Signature]

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

**Nature of Complaint:**

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

Per customer, enough is enough! Customer has many friends and family members who are employees of APS. One of the customer's friends are married to a man who is employed by APS.

Per customer, her friends husband was just given a promotion and brags about making so much money. Customer does not feel it is fair for APS to increase their rates to customers so the company can issue their employees raises and/or promotions. APS customer's are the ones struggling to get by and doing without because they need electric service.

Customer begs the Commission before making a decision on this case to please think of the people who have lost their jobs and those who are going without eating or loosing their homes because they just do not have enough money. Customer ask's the Commission to take into consideration all the children who are being affected by the economic crisis and remember if APS is allowed another increase the Commission will only be adding to the publics hardships.

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

Advised the customer that an opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of our records on her behalf. I explained to the customer, that the Commission will take her comments and concerns into consideration before a decision is rendered in this case.

Customer appreciates staff's time and assistance in this matter. CLOSED

\*End of Comments\*

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Date Completed: 12/22/2008

Opinion No. 2008 - 74133

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E. 01345A.08.0172

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

**Investigator:** Reg Lopez

**Phone:** (520) 628-6555

**Fax:** (520) 628-6559

**Priority:** Respond Within Five Days

**Opinion No. 2008 74070**

**Date:** 12/18/2008

**Complaint Description:** 08A Rate Case Items - Opposed  
02A Deposits - Deposit Amount

**First:**

**Last:**

**Complaint By:** Susan

Moscickis

**Account Name:** Susan Moscickis

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Surprise

**CBR:** [REDACTED]

**State:** AZ Zip: 85374

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Received the following e-mail:

From: susan moscickis [REDACTED]  
Sent: Thursday, December 18, 2008 7:19 AM  
To: Utilities Div - Mailbox  
Subject: aps rate increace

Good Morning

They have gotten their increase by charging all the people that apparty have a hard time with their bill a deposit in the month of Nov and Dec when every penny counts for folks. I know this because I have MS and started on SSDI this year and I was late with my bill every month but it did get paid and in Nov they added on a 350 deposit to my account and gave me like 3 weeks to pay it. I called APS and begged them to let me make payments on it and they said no if it was not paid they would shut off my electric thats it they said you are always late which makes you a credit risk. Now for me I have been an APS customer for more than 20 years and was never late until I got sick. I have called them every month and asked for extentions because the bill date and my ssdi check were dofferant also before I started receovomg ssdi my son paid my electric every month and he had to wait for his checks which always varied because he makes commision only. My son is a mortgage broker and did well until about a year or so ago, I blame myself because I know he spent a lot of money on me anyway with the market the way it is he has become late on his bill over the last six months and in December they (APS) charged him a 550 deposit because he was late and the same thing as me they would not take payments only gave a few weeks and are rude when you call in for help. My son and I have always given to share every month but when we ask for help it is not there from aps anyway. I can not complain about the charities in AZ without them I would not have had electric at all - the MS society here in Phoenix and in Florida helped me with my APS bill in Nov but I had somewhere to go think about all the people with no help they have gone without electric for months because they wont work with you but they think they deserve a rate increase which is probably just to give everyone a pay raise including the top folks or maybe just for bonus for the year its not right they need to be

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

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willing to help those in need and not be so greedy If I had a vote I would say no increase they receive enough money from all of us. Sue Moscickis  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I replied via e-mail with the following:

Dear Ms. Moscickis:

This is to acknowledge your e-mail relative to Arizona Public Service Company (APS"). For clarification, would you like to file a complaint against APS regarding the deposit issue? If you would only like to have your comments noted for the record in APS' current rate application, please advise. I would also ask if you could please provide me with your service address, city, zip code and your telephone number. I look forward in being of assistance to you.

Sincerely,

Reg Lopez  
Public Utilities Consumer Analyst II  
Utilities Division-Tucson Office

12-18 Received the following customer reply:

From: susan moscickis [REDACTED]  
Sent: Thursday, December 18, 2008 4:48 PM  
To: Reg Lopez  
Subject: RE: aps rate increace

wow I am impressed that someone responded. My address is 15269 W Tasha Drive Surprise AZ 85374 and my son's is 6052 W Robin Lane Glendale AZ 85310 my phone is 623-337-4650 feel free to call me any time. I cant do anything about aps they have their rules and little people like me dont seem to matter to them. But you can note my comments as far as how I feel about their rate hike, it is unfair for us to pay more, the rates keep going up and they know you have to pay it or they will just shut it off no matter what day it is. When they shut my son's electric off he went and paid the bill they did not turn it back on for 3 days after that. They just have everyone begging for drops in rates not increases to pay their top dollar folks. I can not wait for other companies to compete with them I hopefully will be one of the first folks in line to change to anyone else. People need to know that companies care it makes it easier to pay the high bill they dish out every month. I have such a hard time paying my bill every month now with the economy the way it is - I am sure my electric will be off in the near future there is not enough money to pay everybody I owe every month. If I feel this on SSDI imagine how folks on SSDI or SSI, that make a lot less than me feel =

I make 1600 a month because I worked my whole life and did well until I got sick but most folks either never worked or worked a little and their income is typically half of mine or less. Anyway thank you so much for listening to me. Sue Moscickis

12-19 I e-mailed this OPINION to Trish Meeter to have this docketed to APS rate case, docket # E- 01345A-08-0172. File closed.  
\*End of Comments\*

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Date Completed: 12/19/2008

Opinion No. 2008 - 74070

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