

E-01345A-08-0172



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ARIZONA CORPORATION COMMIS

ORIGINAL

UTILITY COMPLAINT FORM RECEIVED

Investigator: Deb Reagan

Phone: [REDACTED]

JAN 22 10:41 AM

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 74784

Date: 1/22/2009

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

Complaint By: First: Jay Last: Jenkins

Account Name: Jay Jenkins

Home: (000) 000-0000

Street: n/a

Work:

City: Peoria

CBR:

State: AZ Zip: n/a

is:

Utility Company. Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

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*** REFERRED FROM CHAIRMAN MAYES' OFFICE ***

Customer sent the following e-mail -

From: [REDACTED]
Sent: Thursday, January 22, 2009 9:27 AM
To: Mayes-WebEmail
Subject: aps rate increase

Arizona Corporation Commission
DOCKETED

JAN 22 2009

DOCKETED BY [Signature]

I emailed you a few weeks back regarding you clowns passing an increase to APS. Read today's Az. Republic Business section Bill Post retires from Pinnacle West (APS parent company). His total compensation for 2007 was 6.75 million (for just himself) of course this included pension benefits and salary and STOCK AWARDS. The stock awards is the kicker, the price of the stock being kept up by you IDIOTS. One man earning 6.75 million per year and that's down from 8.1 million in 2006. This makes me sick. That's 185,000 per day, and you give them an increase in rates? SHAME ON YOU FOOLS. Jay Jenkins Peoria, AZ.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following e-mail -

Mr. Jenkins -

Your correspondence regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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 at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 1/22/2009

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