

E-01345A-08-0172



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**ORIGINAL**

**ARIZONA CORPORATION COMMIS**

**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 75416**

**Date:** 2/6/2009

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

**Complaint By:** **First:** David **Last:** Woehning

**Account Name:** Woehning

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Cottonwood

**CBR:**

**State:** AZ **Zip:** 86326

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

2/6 \*\*\*\*\*Emailed rec'vd thru mailmaster and cc'd to all commissioners\*\*\*\*

\*\*\*\*\*DOCKET NO. E-01345A-08-0172\*\*\*\*\*

From: Dave [REDACTED]  
Sent: Thursday, February 05, 2009 6:16 AM  
To: Utilities Div - Mailbox  
Subject: APS Rate Increase

Arizona Corporation Commission

**DOCKETED**

FEB 09 2009

From: David Woehning [REDACTED]  
Cottonwood, AZ 86326

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCKET CONTROL

2009 FEB - 9 1 A 9:55

RECEIVED

I am writing this to the main Utilities Division email address and to each commissioner regarding the APS rate increases.

APS seems to be notorious for bad money management that not long ago they were asking us to bail out the mismanagement of their pension fund. Not our fault. Why isn't the state watching every penny they spend?

That said, I am one of many who live on a fixed income. I already figured in the tariff and the 2.1% increase you authorized for my 2009 budget. Now you are considering a 9.4% additional increase in rates. Outrageous! The cost of living increase I got for 2009 wasn't close to 9.4% plus the 2.1%. Aren't you supposed to be looking out for the consumer too? It often doesn't seem that way. What are the ways the Pinnacle West and APS cutting their expenses. On the huge executive salaries? I doubt that very much. I live on a net income of \$1169 per month and the only flexibility I have in my budget comes out of food money. That includes medical copays, the

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APS rate inceases, and many other things.

I urge all of you to really start taking care of the average citizen. APS does not need another increase this year and next year they don't need 9.4%. Their stupidity in lowering rates for 10 years was great publicity, but absolute foolishness. They need to just keep things the way they are for a few years until the economy begins to turn around. I can afford APS, nor can most of the people I know.

I'm not much into politics, but I think allowing this huge increase is bordering on criminal. To say the very least, allow something like this and you should be ashamed of yourselves, and should be recalled. Do the right thing for us this time. Thanks for your time and consideration.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/6 EMAILED TO CUSTOMER

February 6, 2009

RE: Arizona Public Service Co.

Dear Mr. Woehning::

Your email regarding the Arizona Public Service Co. ("APS") 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,

Trish Meeter  
Consumer Service Analyst  
Utilities Division  
Arizona Corporation Commission

\*End of Comments\*

**Date Completed: 2/6/2009**

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