

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Richard Martinez

Phone: [REDACTED] B 10 P 3 [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 - 75258

Date: 2/4/2009

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

Complaint By: **First:** Stephen **Last:** Gower

Account Name: Stephen Gower

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

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

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

E-01345A-08-0172

Received the following correspondence:

Regarding APS' request for a permanent rate increase.
APS' last rate increase or last several rate increases have been based on the fact that energy costs have soared in the last 2 years.
Energy costs have now come down approximately 60%. So not only do I think there application should be denied on this fact, but the last several rate increases that were approved based on the high cost of energy should be rescinded. APS rates should reflect what the cost of energy is currently.
Also, APS' rates should take our current suffering economy into account. Food costs are high, credit is hard to get, people are losing their job and houses. It comes down to consumers not spending money, and with a rate increase this will be another reason people to not spend he money, and in essence helps to slow the economy recovery of this nation,

Everyone else is suffering during these poor economic times, shouldn't APS share in he burden also?

Thank you
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission
DOCKETED

FEB 10 2009

DOCKETED BY [Signature]

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I called customer and acknowledged that we are in receipt of his correspondence. I told customer that his Opinion would be entered into our database for the record and that his Opinion would be docketed so that the Commissioners would have an opportunity to read his concerns prior to rendering their decision. FILE CLOSED.

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards Arizona Public Service proposed rate case. Docket No. E-01345A-08-0172

End of Comments

Date Completed: 2/4/2009

Opinion No. 2009 - 75258

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ARIZONA CORPORATION COMMISSION

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Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 75286

Date: 2/4/2009

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

Complaint By: First: Richard Last: Strouss

Account Name: Richard Strouss

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****OPINION OPPOSED*****

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

Customer feels that the Commission has failed to set APS rates appropriately and strongly opposed to any further increase in rates. Customer specifically requested the following verbiage be filed as an opinion on his behalf.

Per customer request the following opinion as stated by the customer (word for word):

Transportation charges are unconscionable and incantatory to the rate payer.

Because of Arizona's climate and the fact that we do not get the heavy temperature differences of expansion and contraction, utilities service and maintain their infrastructure less than anywhere else.

The elimination of APS human meter readers should have benefited customer's price wise. The electric company is quick to explain to customers how to save money without our expense of added insulation changing windows, door, roofs, ect. but never once have they showed customers that they themselves have saved customers any money in their daily operations to minimize the cost of service to rate payers.

I am fully aware of the company's (APS) generous profit rate cap, although it has no incentive for becoming more cost efficient and effective on the electric company's part. Many times the Corporation Commission believes that rate payer's have just fallen off of a watermelon truck and are really dumb... I say this because no person has to be a mathematical genius when the question is asked if are allowed to make 6% on \$1,000,000.00, or allowed to make 6% on \$10,000,000.00.

I believe with that once the variety of ways to communicate that the public is now being offered, such as the internet become more fully understood the light will be shed on this injustice incompetence by the Corporation

ARIZONA CORPORATION COMMISSION

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Commission to take action to lower rate payer costs.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised the customer that an opinion will be placed on file on his behalf and docketed with the Docket Control Center of the Commission to be made part of the record. Further advised the customer that the opinion will be taken into consideration before a decision is rendered in this matter. Customer appreciates staff time and assistance in this matter. CLOSED

End of Comments

Date Completed: 2/4/2009

Opinion No. 2009 - 75286

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz **Phone:** [REDACTED] **Fax:** [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75091 **Date:** 1/29/2009

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

Complaint By: **First:** Joan **Last:** McCallister

Account Name: Joan McCallister **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Kearny **CBR:**

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

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED] **Contact Phone:** [REDACTED]

Nature of Complaint:

*****OPINION OPPOSED*****

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

Customer is opposed to the request from APS for an increase in rates. Customer states "if they can cut \$20 million in operational expenses that is a clear sign that APS' management has been making bad business decisions".

Per customer, there is no need for APS to waste money to advertise their service, when their service is not a competitive service nor is it available to just anyone. Customer strongly believes APS is buying the Commissions Votes as the Commissioners have never denied any request for an increase to APS rates.

Customer feels APS should be required to make their monthly profits public record.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised the customer that an opinion will be placed on file with the Docket Control Center of the Commission on her behalf to be made part of the record. Further advised the customer that the Commission will take her comments and concerns into consideration before a decision is rendered in the APS rate case.

Explained that concerns raised by customers assist the Commission within the investigation and review of the rate application, though the Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers Commission staff is very sensitive to the burden that high utility rates can place on the consumer.

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Customer appreciates staffs time and assistance in addressing her concerns. CLOSED
End of Comments

Date Completed: 1/29/2009

Opinion No. 2009 - 75091
