

E-01345A-08-0172



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ARIZONA CORPORATION COMM

ORIGINAL

UTILITY COMPLAINT FORM RECEIVED

AT  
ACD

Investigator: Al Amezcua

Phone: [REDACTED] 3: Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL

Opinion No. 2009 - 75392

Date: 2/5/2009

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

Complaint By: First: Walter Last: Booth

Account Name: Walter Booth Home: [REDACTED]

Street: [REDACTED] Work: (000) 000-0000

City: Peoria CBR:

State: AZ Zip: 85345 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment Contact Phone: [REDACTED]

Nature of Complaint:

2/5/09 Per Mr. Booth, he wanted to voice his opinion about the proposed rate increase filed by APS. He has a big concern with increases being requested by utility companies as more and more people can't afford them. He would like to ask the Arizona Corporation Commission to vote "NO" on any rate increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

2/5/09 I advised Mr. Booth that his comments regarding the Arizona Public Service Co "APS" rate case 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.

Sincerely,

Alfonso Amezcua

Arizona Corporation Commission

DOCKETED

FEB 12 2009

DOCKETED BY

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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\*End of Comments\*

**Date Completed: 2/5/2009**

**Opinion No. 2009 - 75392**

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E-01345A-08-0172

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75516

Date: 2/9/2009

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

Complaint By: First: James Last: Teigen

Account Name: James Teigen

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

2/4/09 THROUGH CHAIRMAN MAYES' OFFICE.

From: [REDACTED]  
Sent: Sunday, February 01, 2009 11:31 AM  
To: Mayes-WebEmail; Stump-Web; Kennedy-Web; Pierce-Web; Newman-Web  
Subject: APS Rate Increase

Hello,

I am writing to urge you not to support an APS rate increase. APS needs to work internally to harvest the savings from the ongoing deflation that our country is experiencing. APS also needs to forgo all advertising and give up all of its perks (i.e. box seats at all sporting events.) APS should also look into freezing pay rates for the coming year (as my employer has been forced to do.) When APS makes these cuts I'm sure they will find that they are making plenty of money. I would also urge you to consider that for every dollar of rate increase that I experience, I will spend one less dollar supporting local businesses. There will be times that APS does need to increase its rates, but now is not the time. I trust that you will do what is in the best interest of your constituents.

James Teigen  
Phoenix, AZ  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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2/9/09 Email response sent to Mr. James Teigen

February 9, 2009

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Electric Customer:

Your letter regarding the Arizona Public Service Company ("APS") rate case 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,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 2/9/2009**

**Opinion No. 2009 - 75516**

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