

E. 01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM RECEIVED

47100

Investigator: Trish Meeter

Phone: [REDACTED] 2009 MAR -9 Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 77266

Date: 3/5/2009

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

Complaint By: First: Asya Last: Bangiyeva

Account Name: Asya Bangiyeva

Home: (000) 000-0000
Arizona Corporation Commission

Street: [REDACTED]

Work: DOCKETED

City: Sanford

CBR:

State: CT Zip: 06902

is: MAR - 9 2009

Utility Company: Arizona Public Service Company

DOCKETED BY [Signature]

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

3/5 DOCKET NO. E 01345A 08 0172

Caller is the owner of many properties within the APS service area. She feels strongly that APS should be forced to lower their existing rates by the ACC.

She states labor is cheaper, gas is less and an increase is not warranted.

She states people are foreclosing on their homes, not because they can't make the mortgage payment but because the utilities are so high.

She resides in CT and has properties in NY and AZ. She said that other states do not have this non-competitive ruling in relation to utilities.

She states the ACC should make it easier for companies to come into the state to provide service. She, as a business owner is losing money because of the high cost of utility service. She has had people refuse to rent from her because they would be an APS customer.

She currently receives the billing for service in her name (master meter). She believes the parent corporation should be cutting back on their salaries and forfeit their use of expensive cars and lower their expensive life style.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer of the web site and the information relating to competitive service and renewable resources. She was reluctant to do any research about these issues but took the information.

I also advised that her comments would be made a part of the current rate case. She wanted to be sure that someone reads her comments. I explained the process of a rate case and the amount of staff involved in determining that sufficient and reliable evidence exists to support the company's request. Customer continued to believe that the State of AZ should go out and solicit new companies to provide service within the state.

End of Comments

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