



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

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed:** 3/11/2009

**Opinion No.** 2009 - 77454

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75244

Date: 2/3/2009

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

First:

Last:

Complaint By: Kathryn

Huebner

Account Name: Kathryn Huebner

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85014

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Write your representative [REDACTED]  
Sent: Monday, January 19, 2009 7:01 PM  
To: [REDACTED]  
Subject: [REDACTED]  
DATE: January 19, 2009 11:42 PM  
NAME: Kathryn Huebner  
ADDR1: [REDACTED]  
ADDR2: [REDACTED]  
ADDR3: [REDACTED]  
CITY: Phoenix  
STATE: Arizona  
ZIP: 85001  
PHONE: [REDACTED]  
EMAIL: [REDACTED]  
msg:

Dear Honorable Pastor;

I am writing to complain about the manner in which APS implemented a rate hike this last month. My bill was more than doubled. They also doubled costs of doing the billing and I have paperless billing on my account. I am appalled that I received no prior notice nor did the notice I did receive with the January bill was nothing more than "read it and weep" There was no detailed information and they mimimized the rate with a very carefully worded notice that amounted to a "no nothing" statement about %- as though they are expecting the reader to be an economist. Doubling at rate for same amount of electricity this is just wrong. Economic crisis is just an excuse to divert attention from corruption.

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Where is sense of accountability?

If this demonstrates the type of governance that I have to look to forward to then God help us all. I have been a dedicated public servant for the last 30 years and feel very disappointed with respect to the state of affairs in AZ government. I wrote the RUCO but have not received information on how to file complaint as their contact website caters to media contacts only.

It's my understanding that you will soon be retiring so please share with appropriate staff at your discretion.

Also, please advise website administrator that an automatic generation of the above zip code field is incorrect. My zip code is 85014.

Respectfully submitted

Kathryn Huebner

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

2/3/09 I tried to contact consumer and left a voicemail for her to return my call. I had a question it does not seem that she had contacted APS and ask her questions.

3/10/09 I tried to contact consumer and left a voicemail for a return call.

3/11/09 I received a call from consumer and she states that she did not like the way that APS notified her of a rate increase. She states that she pays on line and that there was a note that the rates had been increased. She had contacted APS and voiced her comments to them. Closed

\*End of Comments\*

Date Completed:

Opinion No. 2009 - 75244



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customers, such as myself, to increase energy efficiency. I am one of many who are willing to pay higher rates to provide the start-up costs for these programs, knowing full well that I will save money through efficiency measures, even with the higher rates.

Please require APS to invest in programs to provide rebates and technical assistance to electric utility customers who utilize energy efficient technology. Examples of this technology include purchasing energy-efficient lighting (e.g. compact fluorescent light bulbs) or appliances (e.g. Energy Star rated washer and dryer), better insulating their homes with dual-pane windows and weatherization, or by reducing the urban heat island effect through shading or cool roofs. Measures to assist businesses, schools, and builders to implement these technologies are also vital. By providing these programs, APS will benefit its customers, our state, and our world.

Thank you for considering my comments and for doing your part to increase energy efficiency in Arizona.

Sincerely,  
Tiffany Sprague

[REDACTED]  
Phoenix, AZ 85015

[REDACTED]  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

3/11

Called customer and advised that comments would be made a part of the case.

\*End of Comments\*

Date Completed: 3/11/2009

Opinion No. 2009 - 77457

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including me-in the long run, even if it means slightly higher rates now.

Thanks you for considering my comments as you deliberate these docket measures.

Sincerely,

Sarah King

[REDACTED]  
Glendale, Arizona 85310  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

NA

\*End of Response\*

**Investigator's Comments and Disposition:**

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards APS Docket No. E-01345A-08-0172 & Generic Investigation of Regulatory and Rate Incentives for electric utilities. FILE CLOSED.

\*End of Comments\*

**Date Completed: 3/11/2009**

**Opinion No. 2009 - 77428**

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