

E.01345A-08-0172



0000095662

ARIZONA CORPORATION COMMISS...
UTILITY COMPLAINT FORM

ORIGINAL

47

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

Priority: Respond Within Five Days

Opinion No. 2009 - 78047 Date: 4/3/2009

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

RECEIVED
2009 APR - 6 11:57
AZ CORP COMMISSION
DOCKET CONTROL

Complaint By: William Smith
First: William Last: Smith

Account Name: William Smith Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Young CBR: [REDACTED]

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

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

OPINION OPPOSED TO APS RATE APPLICATION:

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

Customer is opposed to approval of any further increase in APS rates. Customer does not believe that the Commission should commend APS for providing its customer's poor quality of electric service which is unreliable by allowing the company to raise rates to customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Customer appreciated staffs assistance in this matter. CLOSED
End of Comments

Date Completed: 4/3/2009

Opinion No. 2009 - 78047

Arizona Corporation Commission
DOCKETED

APR - 6 2009

DOCKETED BY [Signature]

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 77960

Date: 3/31/2009

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: First: Lynn Last: Ashby

Account Name: Lynn Ashby

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:

Received the following correspondence:

March 27, 2009

Arizona Corporation Commission 1200 W. Washington St. Phoenix, AZ 85007

RE: Docket Numbers E-10345A-08-0172 and E-00000J-08-0314 and G-00000 C-08-0314

I am writing to express my support of increasing energy efficiency requirements as part of the APS rate case and the Commission workshops on energy efficiency.

Energy efficiency benefits Arizona in many ways. Investments in energy efficiency yield high returns and can be implemented in a short time frame and customized to specific consumer needs. Increasing energy efficiency will shield utility customers from fluctuating fossil fuel, natural gas and other such prices. Energy efficiency not only helps to save businesses and consumers money, it also helps to reduce water consumption that comes from current energy sources such as nuclear and alleviates some of the air pollution and health issues associated with current polluting sources of energy such as coal. Energy efficiency should be top of the energy resource list for benefiting Arizona's economy.

I encourage you to require that APS (and other utilities) invest in programs to provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners and other equipment, or invest in measures in their home, office or other buildings that result in reductions in energy use. I also want to see programs implemented that help reduce the urban heat island effect through shading, cool roofs and cool pavements. As a utility customer, these are programs that will benefit me by helping to lower my electric bills.

That said, I am an SRP customer and I know that the Commission does not regulate SRP, even though it is primarily a utility provider. This must change. Salt River Project is a private monopoly operating with impunity in

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the public sector. SRP markets itself as environmentally responsible, but the facts present a different picture. Arizona cannot expect to have a prosperous, energy efficient, ecologically sustainable future unless the playing field is level. I urge the Commission to petition the Legislature for regulatory oversight of Salt River Project.

Sincerely,

Lynn Ashby

[REDACTED]
Phoenix, AZ 85008
[REDACTED]

End of Complaint

Utilities' Response:

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End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards Arizona Public Service Company. Docket Numbers E-10345A-08-0172 and E-OOOOOJ-08-0314 and G-00000 C-08-0314 . FILE CLOSED.

End of Comments

Date Completed: 4/2/2009

Opinion No. 2009 - 77960
