

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: (

Fax:

1

Priority: Respond Within Five Days

Opinion

No. 2009

78931

Date: 5/14/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Matt

Jensen

Account Name:

Matt Jensen

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR: :

State:

AZ

Zip: 00000

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

n/a

Contact Phone: n/a

Nature of Complaint:

*****REFERRED FROM COMMISSIONER NEWMAN'S OFFICE*****

Arizona Corporation Commission

DOCKETED

MAY 15 2009

From: Jensen, Matt [mailto:
Sent: Wednesday, May 06, 2009 10:08 AM
To: Newman-Web
Subject: NO Rate Hikes!!

DOCKETED BY

Why would we hike up rates during this hard time? If anyone wants to help the economy they would cut rates. APS has stock holders. Let them take a cut in their profits.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 14, 2009 (e-mailed the following letter to consumer)

Matt Jensen

RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mr. Jensen;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the

RECEIVED
2009 MAY 15 A 9:53
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. E-01345A-08-0172

End of Comments

Date Completed: 5/14/2009

Opinion No. 2009 - 78931

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 78860

Date: 5/12/2009

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

Complaint By: First: Jamey Last: Taylor

Account Name: Jamey Taylor

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Chandler

CBR:

State: AZ Zip: 85225

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. E-01345A-08-0172)

AZ Corporation Commission
(Docket No. E-01345A-08-0172)

Utilities Division
Attention: Consumer Services
1200 W. Washington Street
Phoenix, AZ 85007

Greetings:

I watched and learned about a story on ABC 15 NEWS this morning that APS is planning to target another rate hike to 10% against the consumers.

I oppose this and the company has their Gaud to approach this once again. APS has their nerve and who is running this company a bunch of BAMBOOS. People are struggling financially like myself to pay Paul by robbing Peter.

With the rate hike, I could not use any heat in the house due to the previous hike. Now, I can only turn the A/C on fro 9 p.m. to 9 a.m. when the rates are lowered and have to stay in the house or come home to a hot house and suffer and sweat and hopping not to pass out or worse. When I turn the A/C on in the house the temperatures reads 90 degrees.

This week we are looking at the highest temperate of 104 this coming Friday with not A/C until 9 PM. God help me that I do net pass out or be sent to the hospital due to lack of A/C.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely yours,

Jamey Taylor

[REDACTED]
Chandler, AZ 85225

[REDACTED]
End of Complaint

Utilities' Response:

NA

End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Trish Meeter Phoenix Office to have this docketed towards Arizona Public Service Company - Docket No.E-01345A-08-0172. FILE CLOSED.

End of Comments

Date Completed: 5/12/2009

Opinion No. 2009 - 78860
